

Farmers Impact User Manual

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Glossary

-  signifies that the filter results exceed 7500 policies/claims, and the map view is limited to show only up to 7500 policies/claims
- “ * ” symbol on any module signifies that the module tab is being used
-  Signifies a retrieved location.
-  signifies policy
-  signifies claim
-  Used to specify a radius within which a particular place is available.

Farmers Impact Solution



The screenshot displays the Farmers Impact Solution web application interface. The top navigation bar includes the Farmers Insurance logo, a user profile icon labeled 'UCTADMIN', and a 'MAPPING' tab. Below this is a secondary navigation bar with buttons for 'GO', 'HELP', 'ROBOT', and 'TOTAL OFF'. The main interface features a map of the United States with various callouts explaining the application's capabilities:

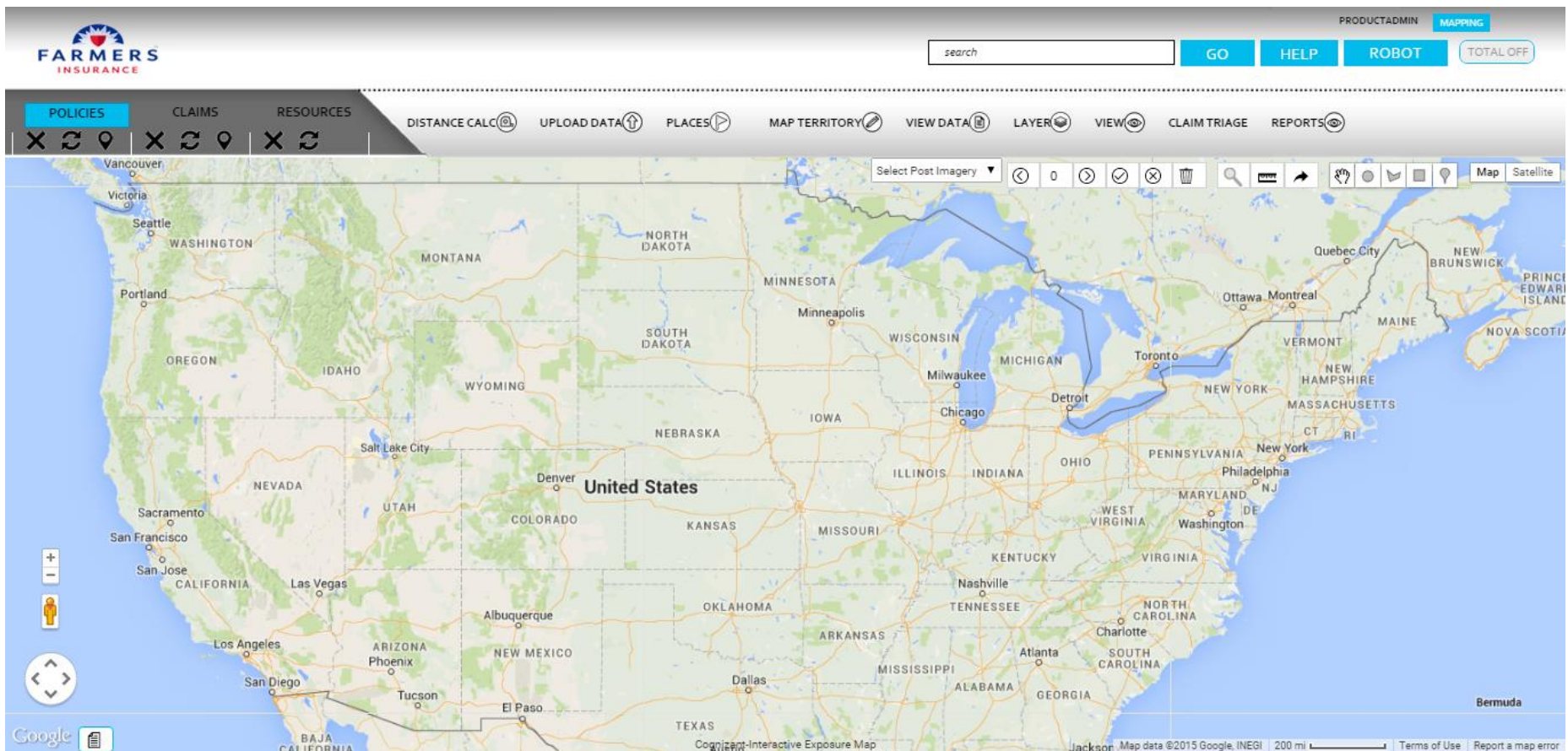
- Excel Upload of claims, claims triage results, resources, COD shops and un-resourced claims data**
- Upload geospatial files**
- Upload photos**
- Create, edit, and delete regions / territories using pre-defined & freehand tools or using drive time**
- View aggregates of filtered data, view data attributes, zoom in to a specific policy/claim and export data**
- Solution integrates with 3rd party data sources to view peril/CAT/weather related data on the map.**
- Trigger robot view**
- Toggle display totals (on/off)**
- Data filters to retrieve policy/claim/resources data**
- Calculate distance of filtered policies or claims from an overlaid wildfire/peril region or coastline**
- Retrieve places based on keywords within a pre-defined radius**
- Retrieve and view pre and post disaster imagery**
- Save, retrieve & edit "view"**
- Create and manage triage events**
- Generate reports based on overlaid perils, territories, shape files and deployment reports**

The interface also includes a 'POLICIES' tab, a 'CLAIMS' tab, and a 'RESOURCES' tab. The map shows the United States with various cities and states labeled. A 'Map Legend' is visible in the bottom left corner. The bottom of the map displays 'Google' and 'Map data ©2015 Google, INEGI'.

Launch Cognizant Impact Visualization Tool

To launch Cognizant Impact Visualization, navigate to the solution link provided to Farmers.

Enter the login credentials and click “Login” button. The user is navigated to the solution page:



Data Filters

Data filters modules (policies and claims) allow users to apply business filters to view policy/claim data on the map. This section includes the following options to aid the user in applying filters:

	Toggle icon to clear/show policy/claims data on the map (without clearing the filter)
	Refresh symbol to refresh the data (based on the filters applied)
	Point view symbol by default. Clicking on this allows the user to switch to other views like Bubble, Cluster and Heat map

Visualization of Policies Data

The policy module filter includes key business filters defined based on business requirements. This filter values also include a section on “Advanced filter” which allows the user to set value based filters (e.g. Coverage limit)

1. **Apply Filters:** The user can click on the ‘Retrieve’ button which visualizes the policy data as unique markers on the map. Clicking on the ‘Reset’ button clears all filter values and map view for the user.

Farmers Impact Solution



PRODUCTADMIN **SUPER USER**

search **GO** **HELP** **ROBOT** **TOTAL OFF**

POlicies CLAIMS RESOURCES

DISTANCE CALC @ UPLOAD DATA ↑ PLACES ► MAP TERRITORY ◉ VIEW DATA @ LAYER ◉ VIEW ◉ CLAIM TRIAGE REPORTS ◉

Saved Filters x

Farmers Personal Lines x

Farmers Texas x

Foremost Mobile Home x

Foremost Specialty x

Abbeville-SC x

Last Updated Date

Policy Type x

Wind Coverage x

Show Policy with Images

☐ Exclude Policies With Claims

Policy Number

State x

Zip Code x

Geocode Level

Product Type x

Earthquake Coverage x

Show Advanced Filters

SAVE FILTER **RETRIEVE** **RESET**

Select Post Imagery

0

◀

▶

✓

✗

🗑️

🔍

📏

📍

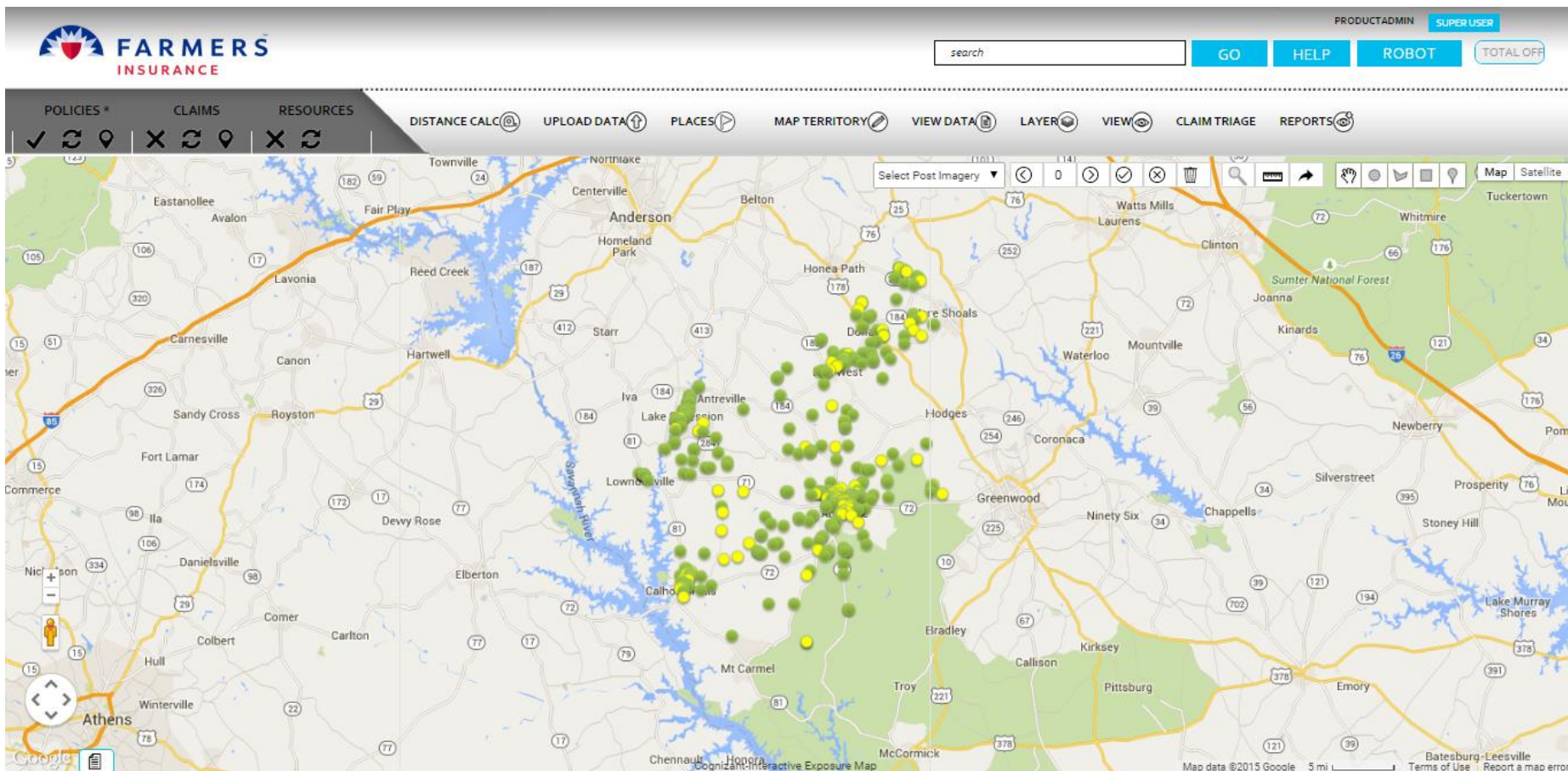
📶

📶

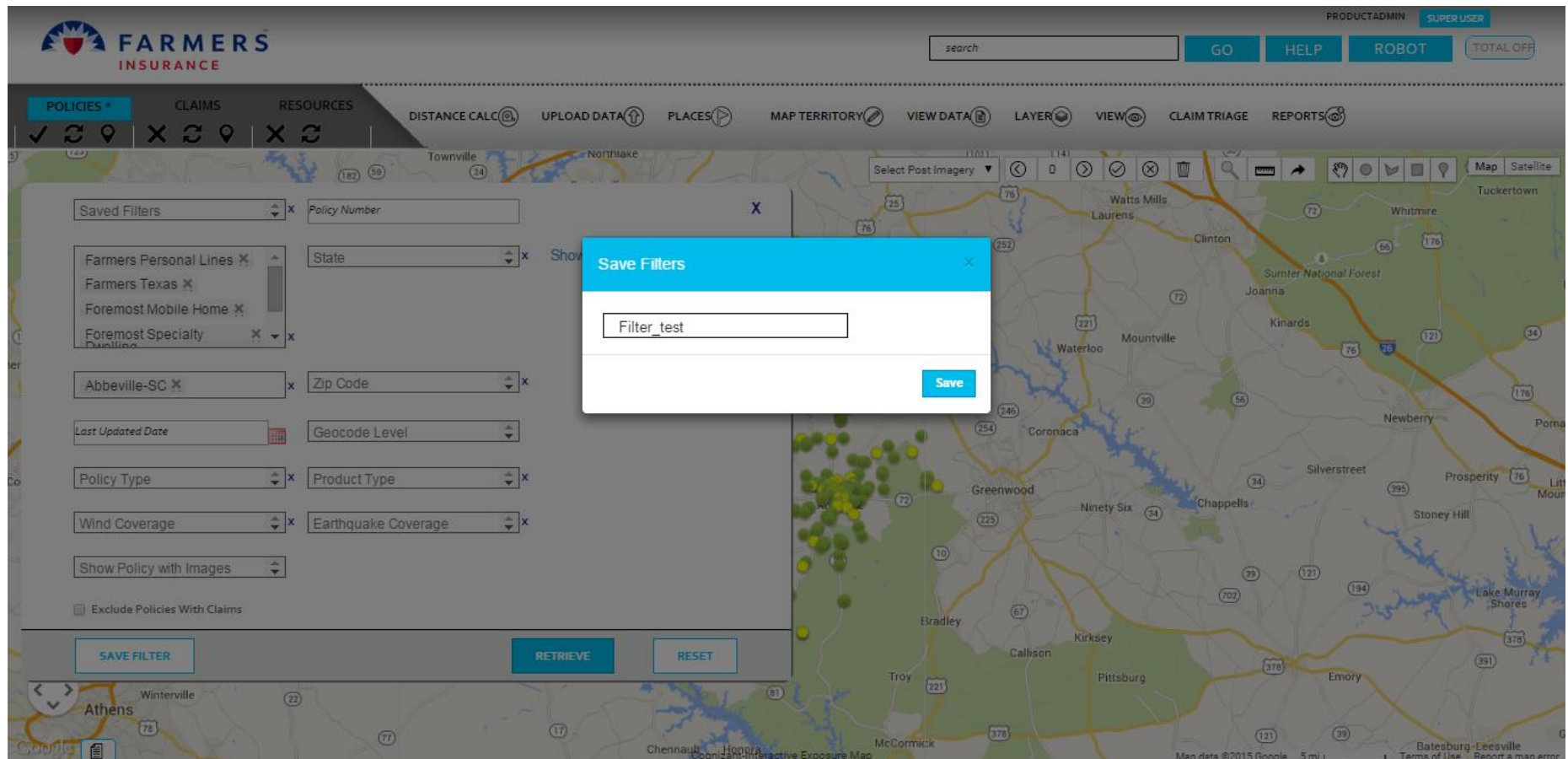
📶

Map Satellite

The data is shown as “Point view” by default (as unique markers on the screen).  turns to  mark once the filter data is applied and the results are retrieved on the map.



2. **Save filters:** The user also has the option to save commonly used filters. To save a filter the user can click on the save filter button, and enter a unique name to the filter. These saved filters can be viewed and retrieved from the saved filters drop down on the top of the policy module.



3. **Viewing Policy attributes:** Clicking on any of the policy markers displays key policy information to the user.

Farmers Impact Solution



PRODUCTADMIN **SUPER USER**

search **GO** **HELP** **ROBOT** **TOTAL OFF**

POLICIES * **CLAIMS** **RESOURCES**

DISTANCE CALC **UPLOAD DATA** **PLACES** **MAP TERRITORY** **VIEW DATA** **LAYER** **VIEW** **CLAIM TRIAGE** **REPORTS**

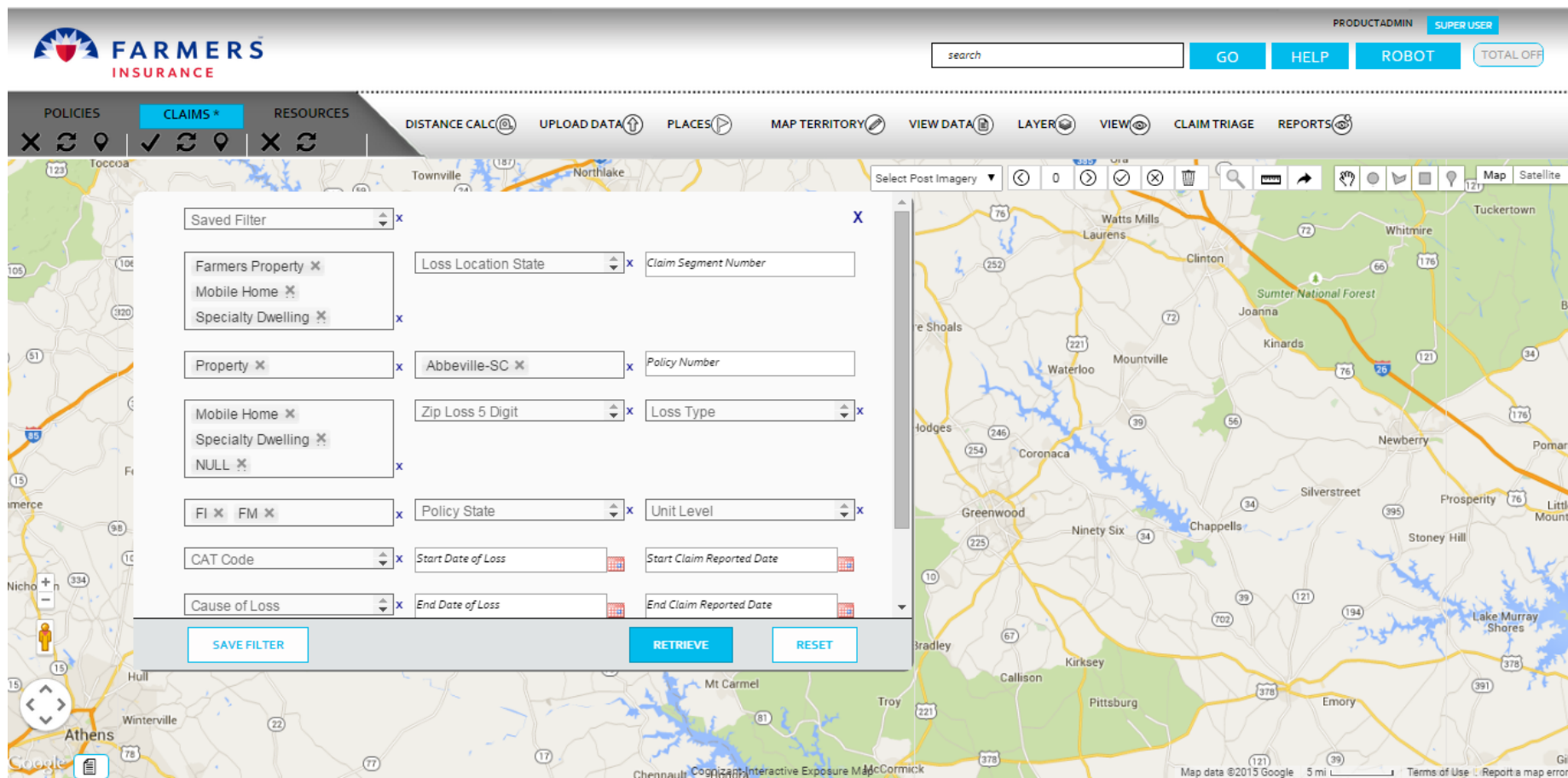
Policy Number : 90415168
Address : 26 HANOVER CT
City : ABBEVILLE
State : SC
Zip Code : 29620
Combined Limit : \$150,000
Cov A Limit : \$150,000
Cov D Limit : \$0
Latitude : 34.187271
Longitude : -82.249954
Geocode Level : STREET
Data Last Updated : 2014-11-01

STREETVIEW **CHANGE ADDRESS** **ADD NOTES**

IMAGES

Visualization of Claims Data

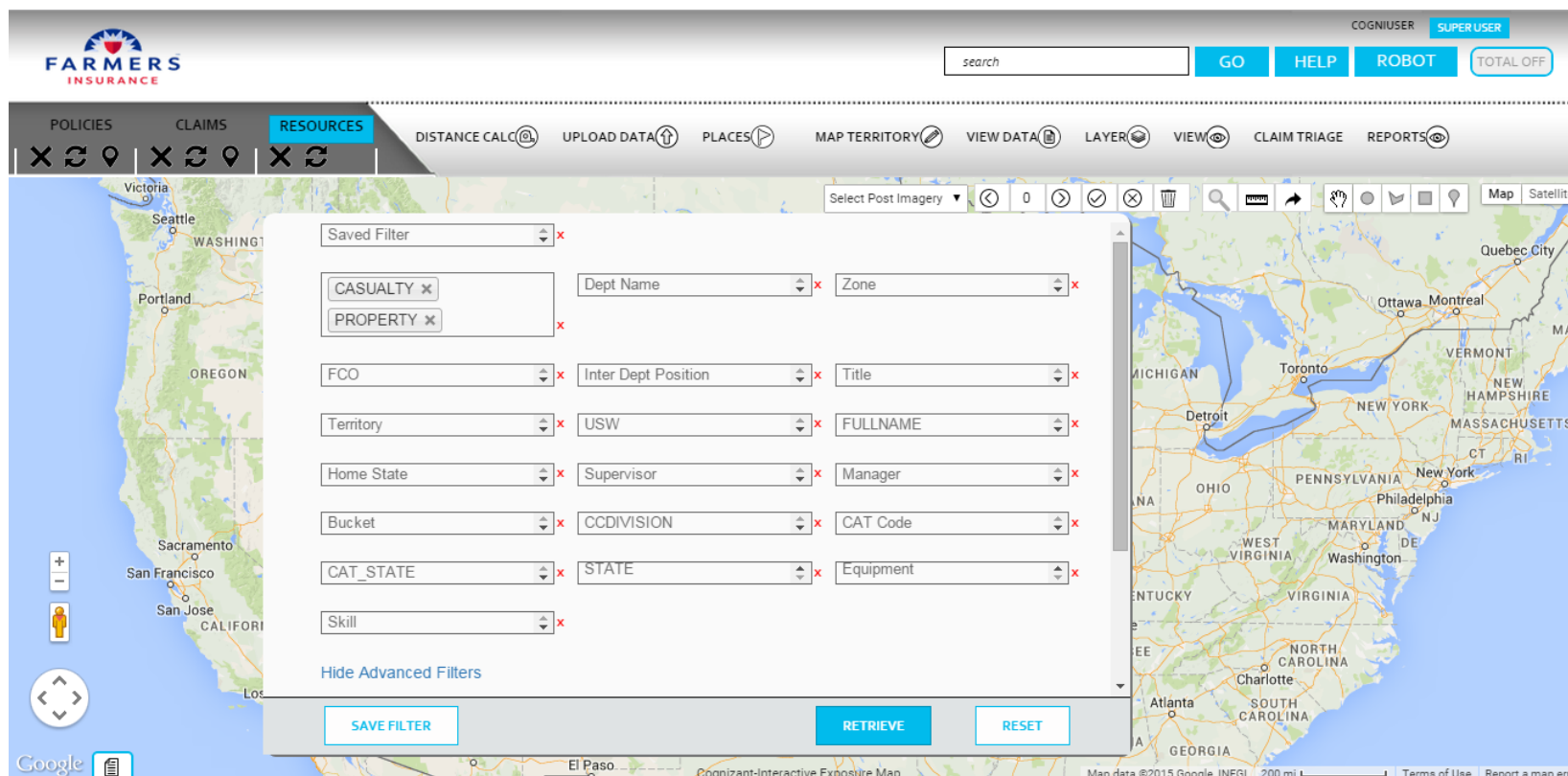
The claims data module offers the same functionality as the policy module.



The screenshot displays the Farmers Insurance Claims Data Visualization interface. The top navigation bar includes the Farmers Insurance logo, a search bar, and buttons for GO, HELP, ROBOT, and TOTAL OFF. Below this, a secondary navigation bar features tabs for POLICIES, CLAIMS* (selected), and RESOURCES. The CLAIMS* tab is active, showing a map of the Southeastern United States with various locations marked. A filter overlay is present, allowing users to refine their search. The filter includes sections for Saved Filter, Property Type (Farmers Property, Mobile Home, Specialty Dwelling), Property (Property, Mobile Home, Specialty Dwelling, NULL), and Cause of Loss. It also includes fields for Loss Location State, Claim Segment Number, Policy Number, Zip Loss 5 Digit, Loss Type, Policy State, Unit Level, CAT Code, Start Date of Loss, Start Claim Reported Date, End Date of Loss, and End Claim Reported Date. Buttons for SAVE FILTER, RETRIEVE, and RESET are at the bottom of the filter overlay. The map shows a detailed view of the area around Athens, Georgia, with labels for various towns and roads.

Visualization of resources data

1. **Apply filters:** This module is used to filter Adjusters (Resources) data based on the filters defined based on business requirements. This filter values also include a section on “Advanced filters” which allows the user to retrieve filters based on resources pending deployment



The screenshot displays the Farmers Insurance web application interface for filtering resources. The top navigation bar includes the Farmers Insurance logo, a search bar, and buttons for GO, HELP, ROBOT, and TOTAL OFF. Below this, a secondary navigation bar shows tabs for POLICIES, CLAIMS, and RESOURCES (which is currently selected). The RESOURCES tab has sub-tabs for DISTANCE CALC, UPLOAD DATA, PLACES, MAP TERRITORY, VIEW DATA, LAYER, VIEW, CLAIM TRIAGE, and REPORTS. The main content area features a map of the United States with a filter overlay. The filter overlay contains a 'Saved Filter' dropdown, a 'CASUALTY' and 'PROPERTY' filter section, and a grid of dropdown menus for various attributes: Dept Name, Zone, FCO, Inter Dept Position, Title, Territory, USW, FULLNAME, Home State, Supervisor, Manager, Bucket, CCDIVISION, CAT Code, CAT_STATE, STATE, Equipment, and Skill. At the bottom of the filter overlay are buttons for 'SAVE FILTER', 'RETRIEVE', and 'RESET'. The map background shows the United States with major cities and states labeled. The bottom of the page includes a Google logo, a 'Cognizant-Interactive Exposure Map' label, and a scale bar indicating 200 miles.



POLICIES
CLAIMS
RESOURCES

DISTANCE CALC
UPLOAD DATA
PLACES
MAP TERRITORY
VIEW DATA
LAYER
VIEW
CLAIM TRIAGE
REPORTS

Territory
USW
FULLNAME

Home State
Supervisor
Manager

Bucket
CCDIVISION
CAT Code

CAT_STATE
STATE
Equipment

Skill

[Hide Advanced Filters](#)

Resources pending deployment

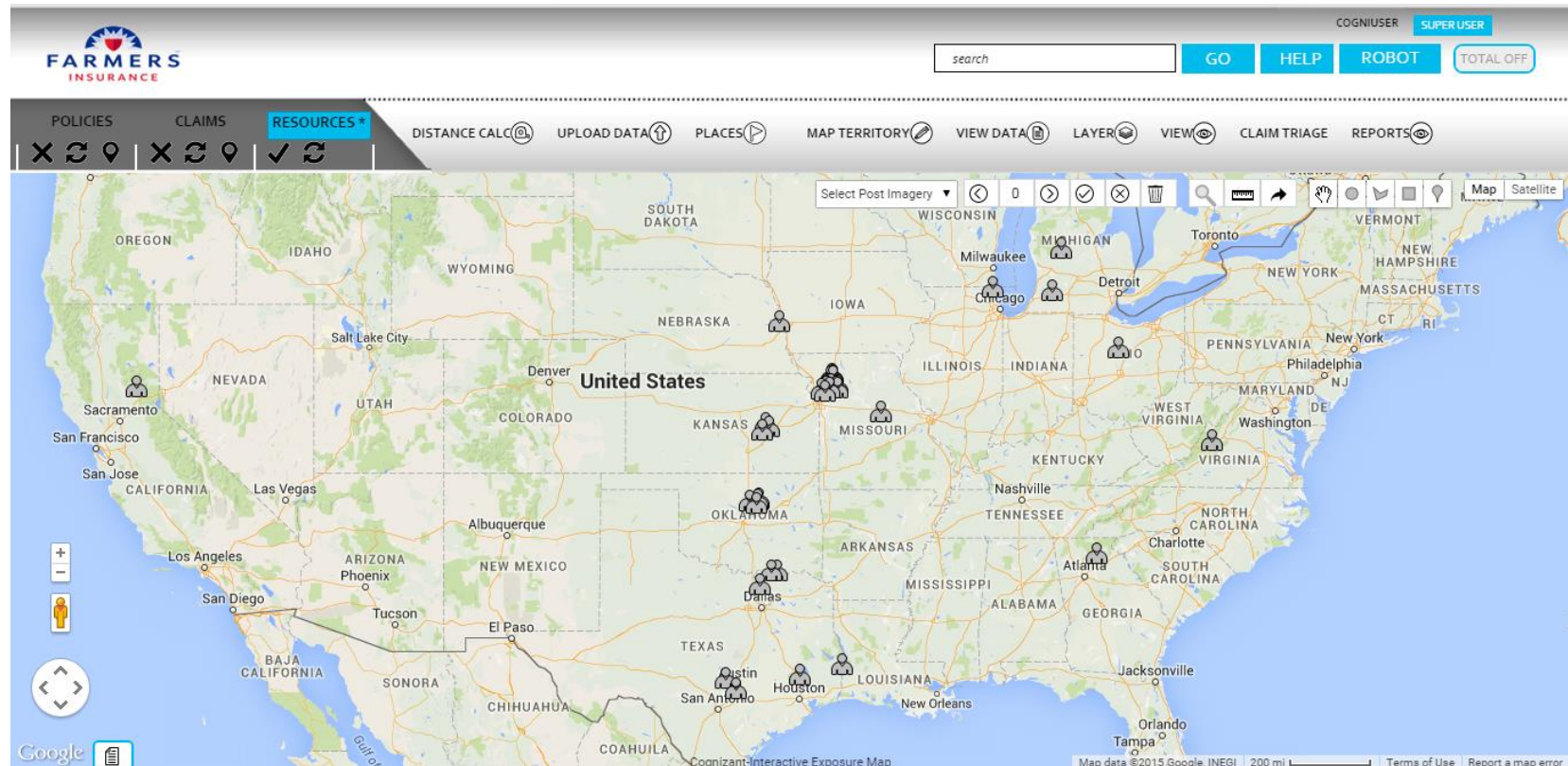
2015-07-21
2015-07-31

1
10

No. of CAT pay days range - min
No. of CAT pay days range - max

Select Post Imagery
0

Map
Satellite



2. **Save filters:** The user also has the option to save commonly used filters. To save a filter the user can click on the save filter button, and enter a unique name to the filter. These saved filters can be viewed and retrieved from the saved filters drop down on the top of the Resources module.
3. **Viewing Adjuster attributes:** Clicking on any of the Adjuster markers displays key information of the Adjuster.

View Data

This module allows the user to view details on claims or policies visualized on the map. The user can click on the “Download button” to download an excel copy of the policy/claims data.

Clicking on the “” icon will zoom into the specified policy/claim location.

GO HELP ROBOT TOTAL OFF

POLICIES CLAIMS * RESOURCES

DISTANCE CALC UPLOAD DATA PLACES MAP TERRITORY VIEW DATA LAYER VIEW CLAIM TRIAGE REPORTS

CLAIMS

POLICIES		CLAIMS		RESOURCES X	
Total count based on policy type			0		
Policy Type Aggregate					
Total count based on loss type			17		
Loss Type Aggregate					
--			17	\$1,394,797	
		SHOW DATA		DOWNLOAD	

Claim Segment Number	3002931810-1
Claim Level	2
Loss Date	2025-03-17
Cat Code	--
Policy Number	667499125
Policy Type	Homeowners
Cause Of Loss	Theft
Loss Location Address	4 BLACK RD
Loss Location City	ABBEVILLE
Loss Location State	SC
Loss Location Zip	29620
Lob	Property
Loss Type	--

Claim Segment Number	3003024092-1
Claim Level	2

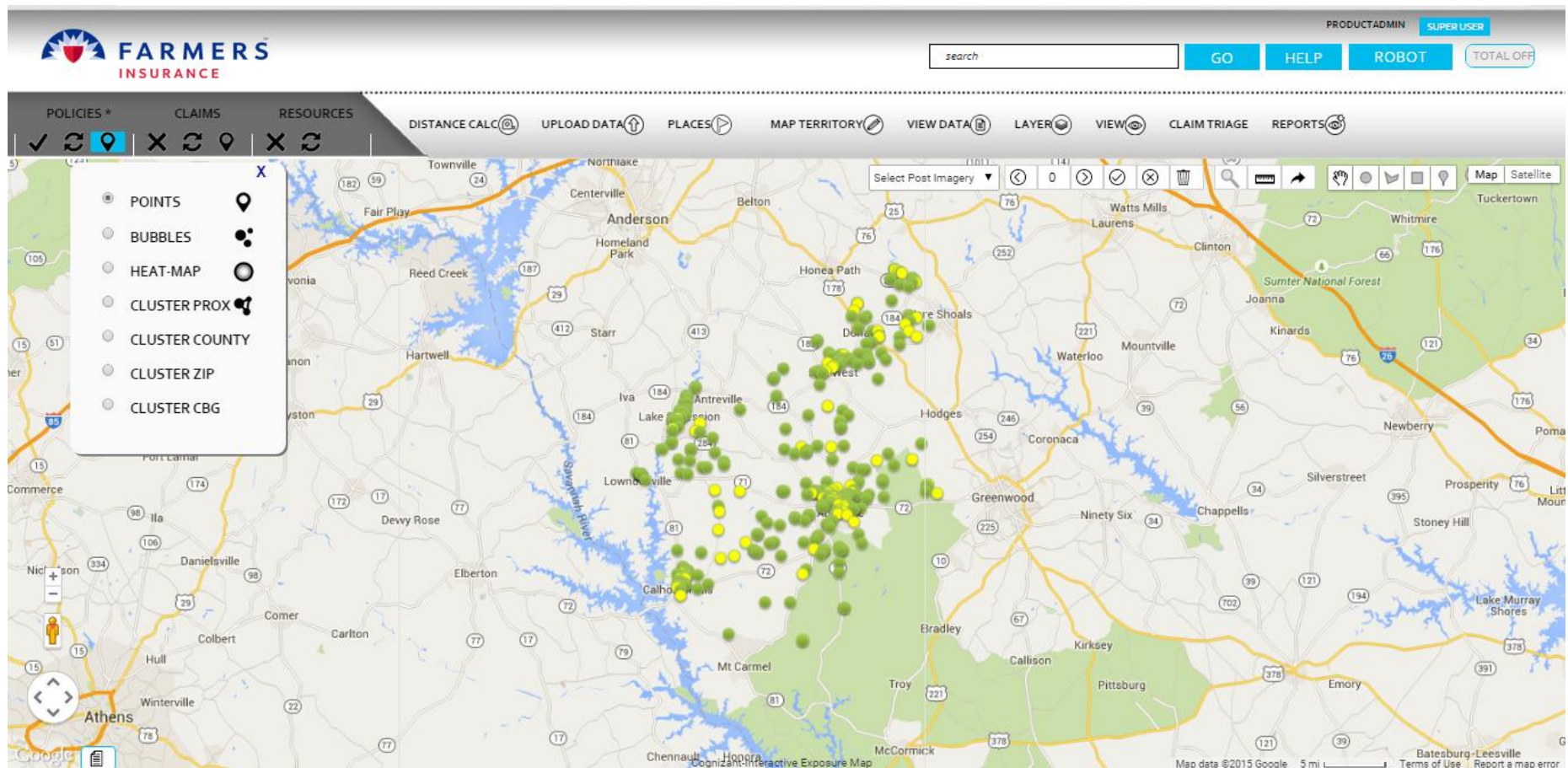
[Show all downloads...](#)

Policies/Claims Visualization – Views

The user can click on the visualization button to view filtered policy/claims data in the various ways:

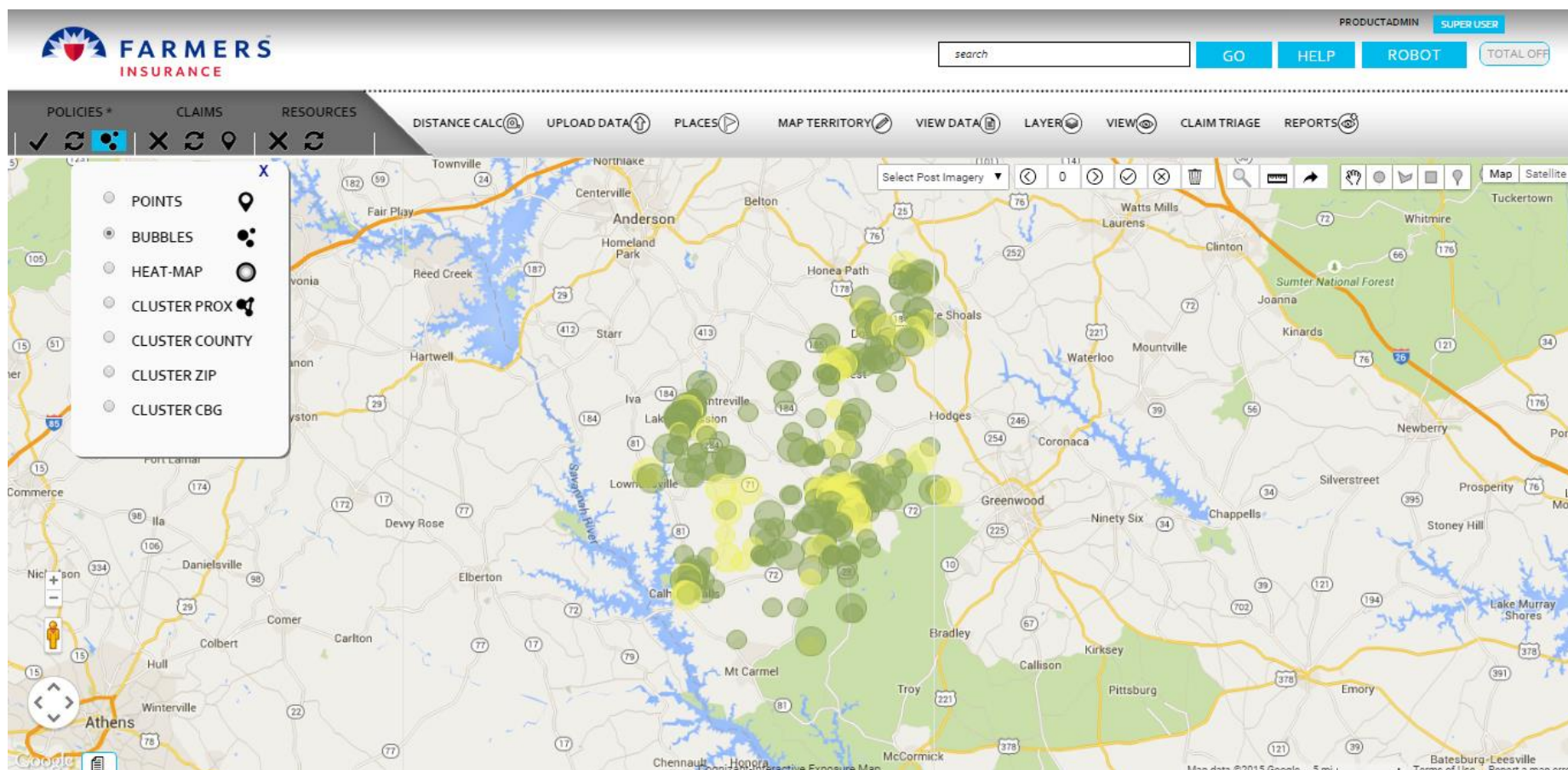
Point View

Pointers are markers representing the data points. This is the default view of policy/claims data.



Bubble View

Click on the bubble view radio button to view the policy/claim data as circle representation, the size of the circle determined by the combined limit. The color of the circle will be based on the legend set for the various lines of business/loss type for policies and claims respectively

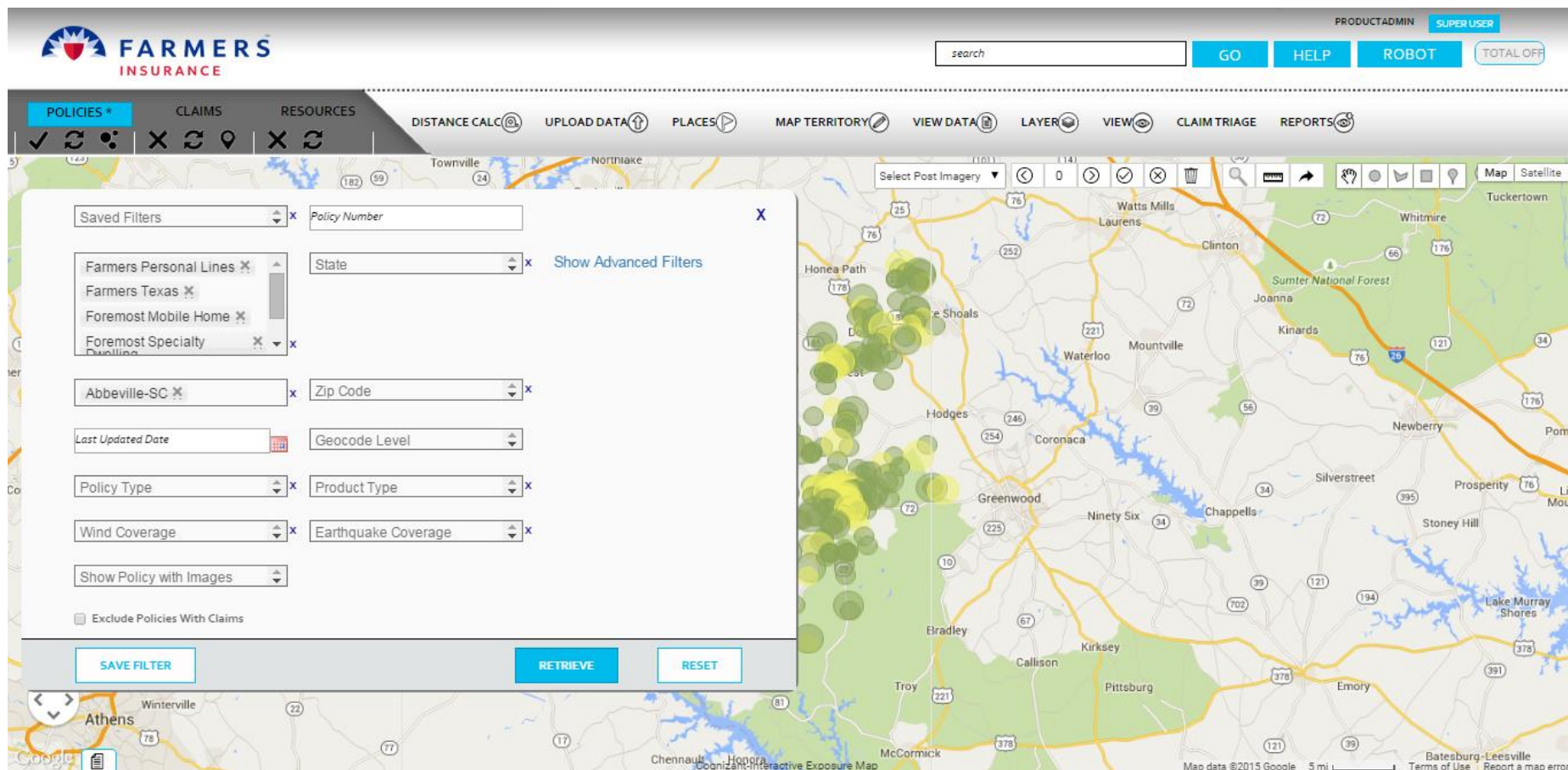


Heat Map

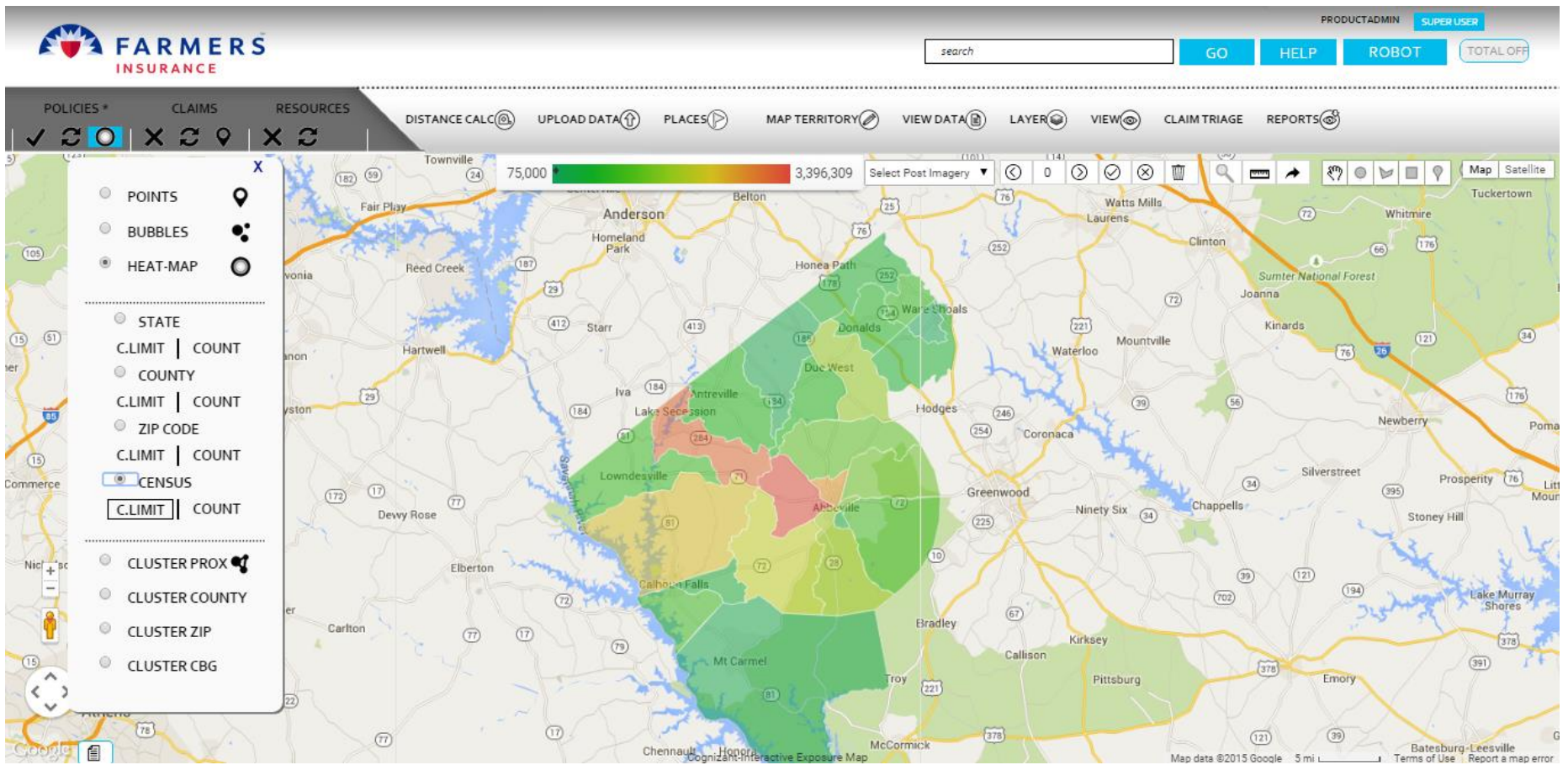
Heat maps are 2D displays of the values in a data matrix. Larger values were represented by red and smaller values by green. Heat maps can be retrieved at Country level/State level/County level/Zip level/CBG level. This view can be further customized to view by "Combined limit (C. Limit)" or "Count".

Note: By design, the selection can go down 2 levels from the selected option. E.g., when the filter is set at State level, the heat map view can be viewed at county and zip level. If no filter is set at State level, the view can be generated for state level and county level only (Zip level will be in-active)

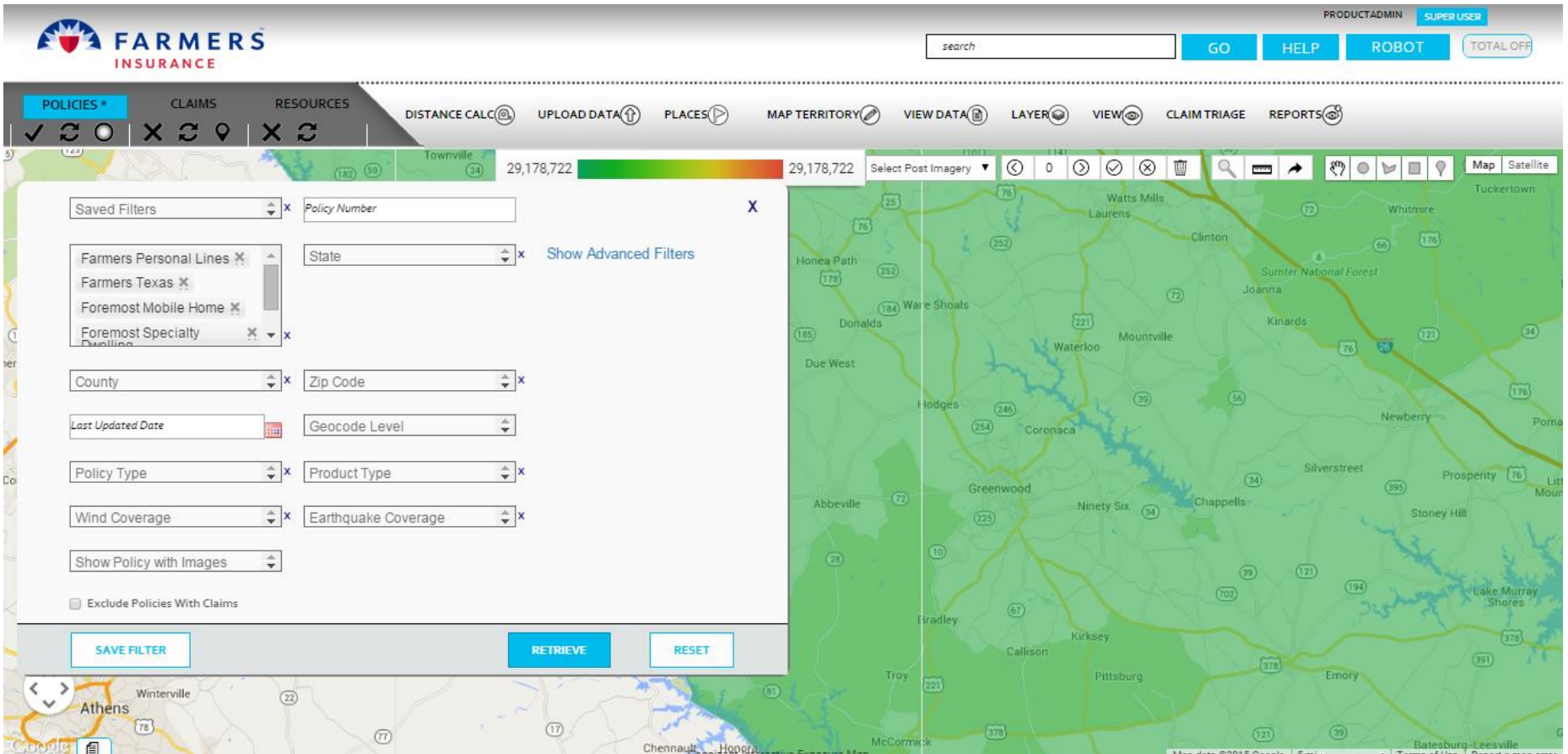
County level heat map view of policies:



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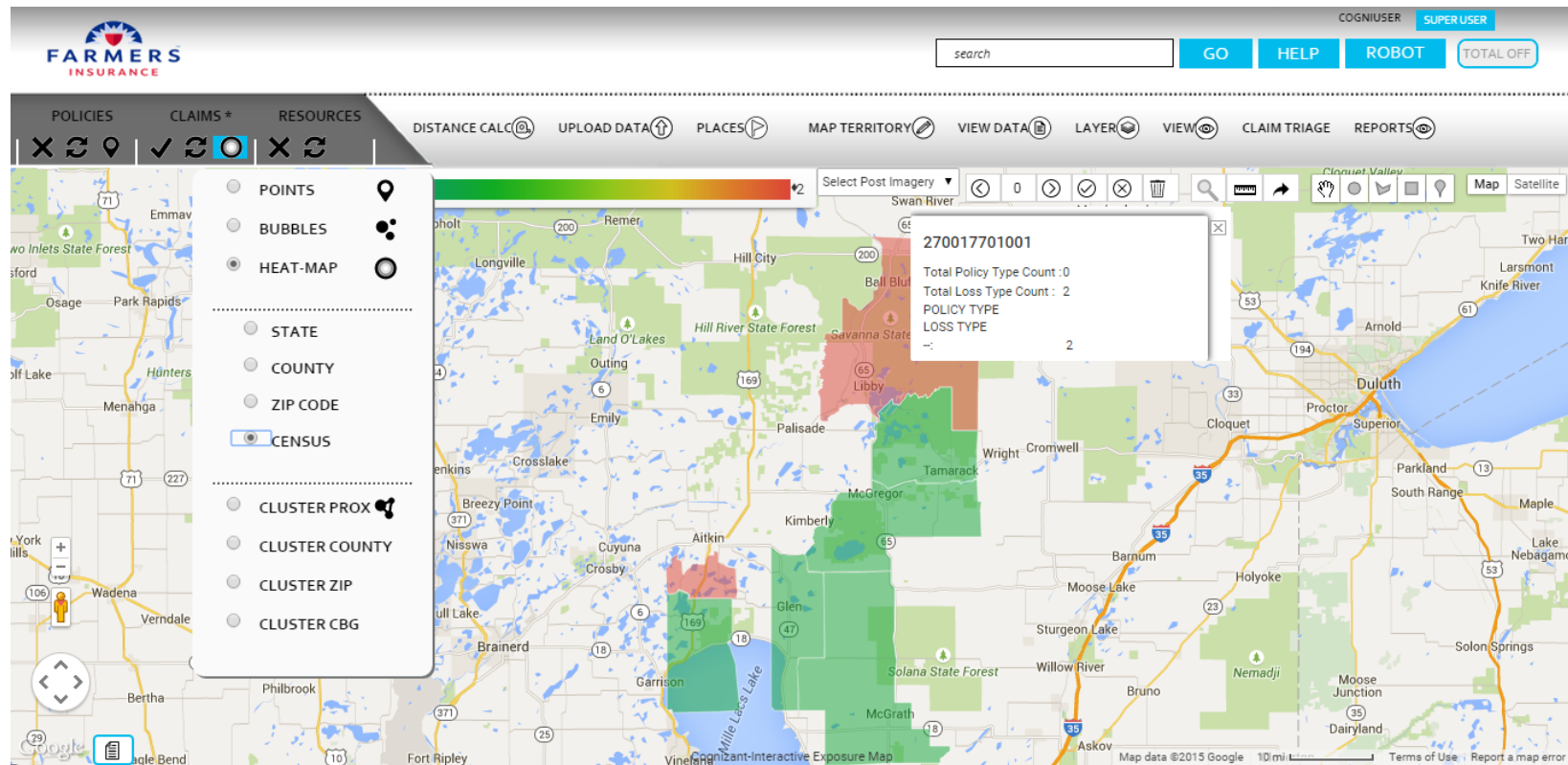


Zip Code gets disabled at Country level.



The screenshot displays the Farmers Insurance web application interface. At the top, the Farmers Insurance logo is on the left, and a search bar with 'GO', 'HELP', 'ROBOT', and 'TOTAL OFF' buttons is on the right. Below the logo, a navigation bar includes 'POLICIES *', 'CLAIMS', and 'RESOURCES'. A secondary bar contains various tool icons like 'DISTANCE CALC', 'UPLOAD DATA', 'PLACES', 'MAP TERRITORY', 'VIEW DATA', 'LAYER', 'VIEW', 'CLAIM TRIAGE', and 'REPORTS'. The main area features a map of a region in Georgia, with a color-coded legend at the top showing a range from 29,178,722 to 29,178,722. A filter panel is open on the left, listing various filters: 'Policy Number', 'State', 'County', 'Zip Code', 'Last Updated Date', 'Geocode Level', 'Policy Type', 'Product Type', 'Wind Coverage', 'Earthquake Coverage', and 'Show Policy with Images'. There are also checkboxes for 'Exclude Policies With Claims' and buttons for 'SAVE FILTER', 'RETRIEVE', and 'RESET'. The map shows various locations including Athens, Winterville, and Chennault.

The user also has the ability to view aggregates associated with any region shown on the map (state/county/zip/CBG) by clicking on the region. A pop-up would display the region name and associated aggregates



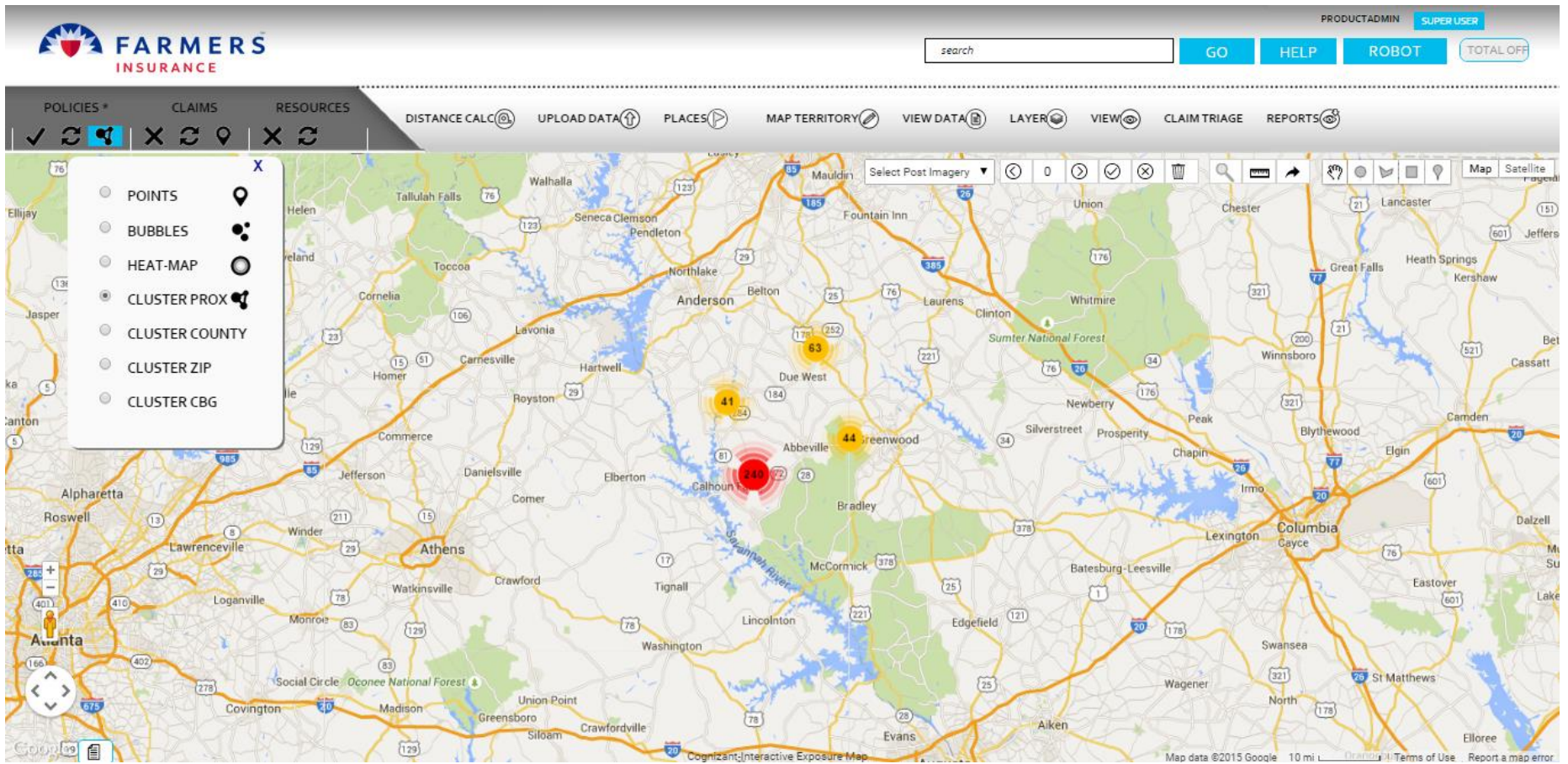
Cluster View

This view organizes policies/claims data into clusters.

Cluster proximity:

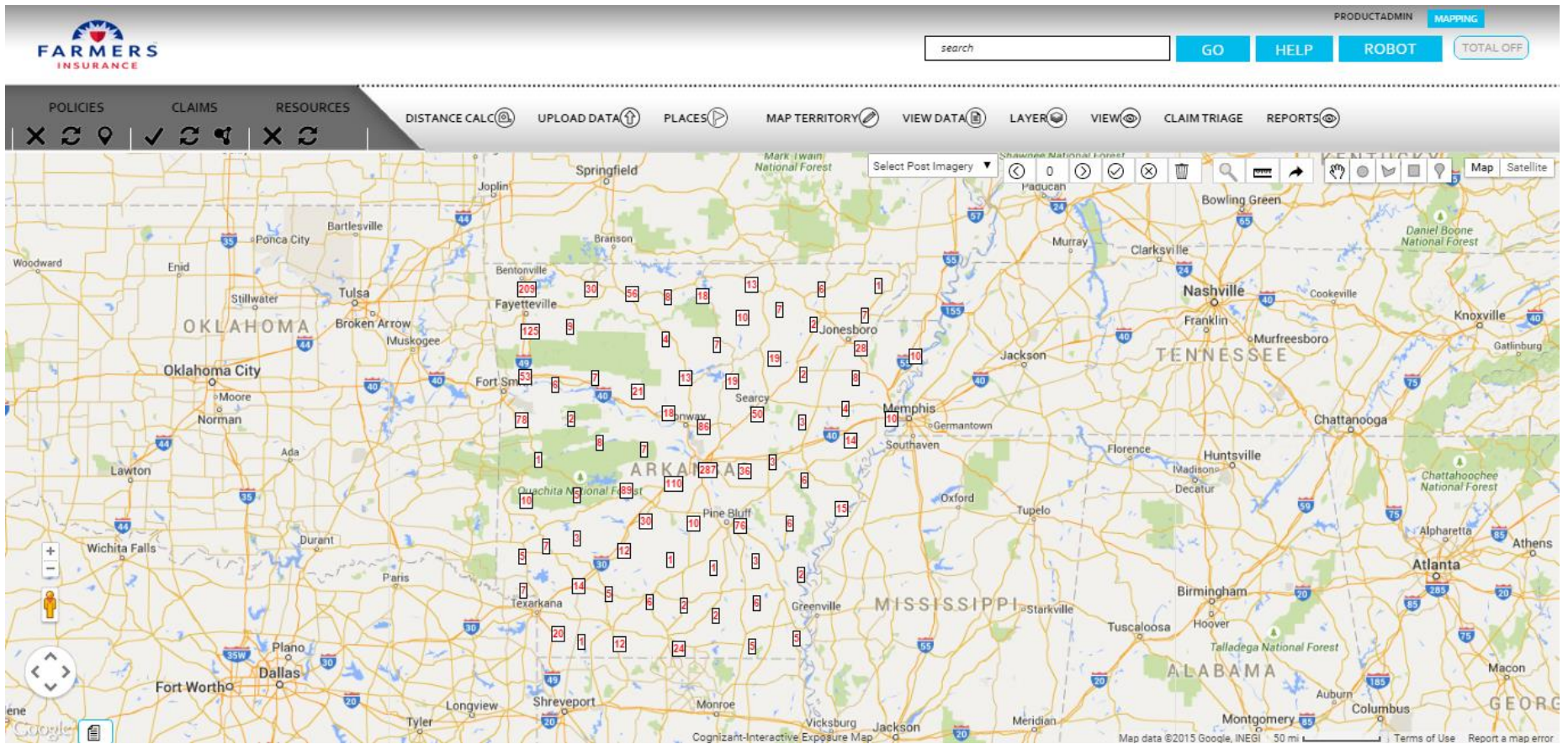
These clusters aggregate policy/claims data over an area per zoom level with the cluster view being recreated based on user zoom.

Farmers Impact Solution



Cluster county, cluster zip, cluster CBG

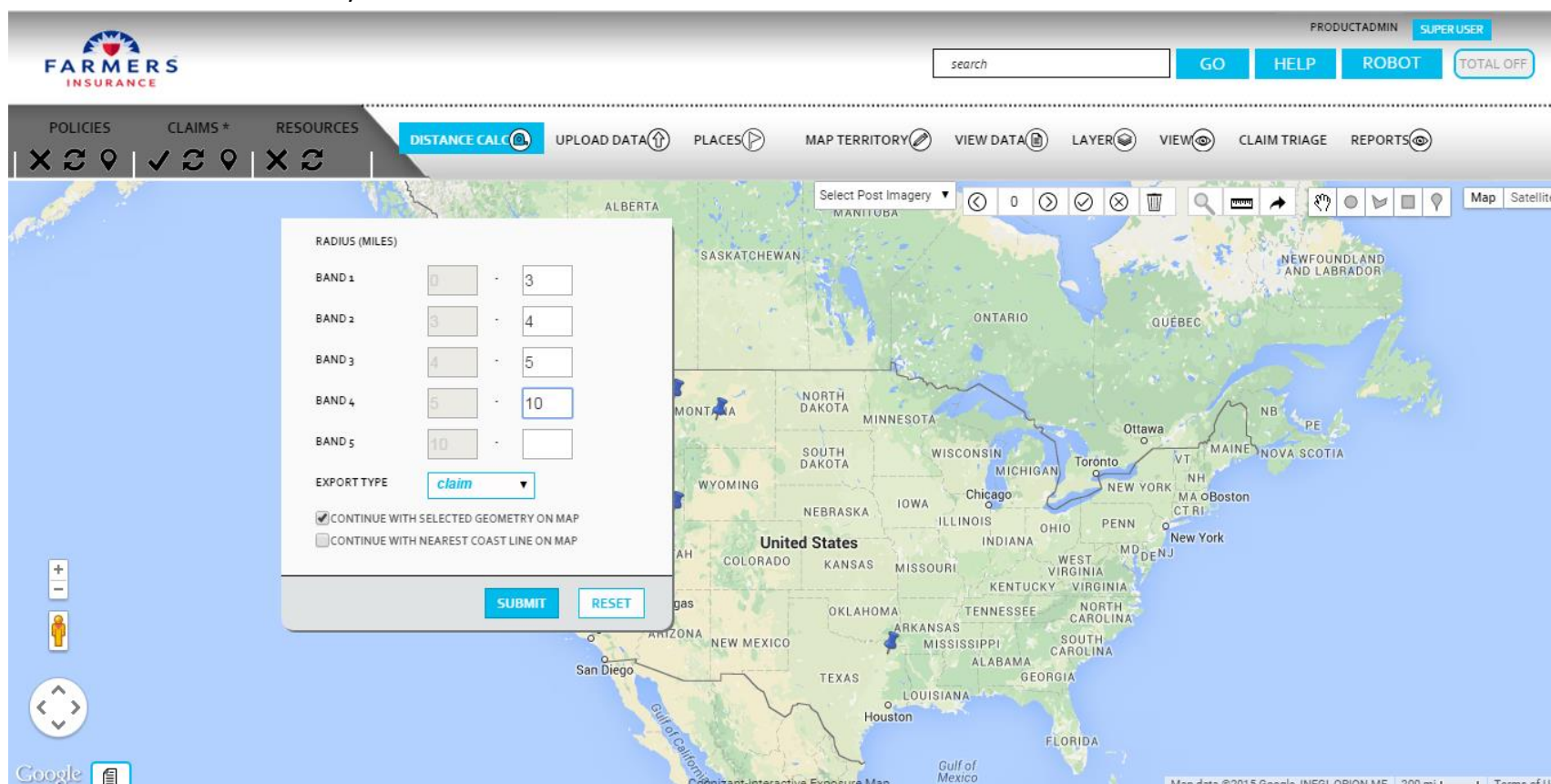
These clusters display associated numbers for fixed boundaries – per county, zip, and CBG



Distance Calculator

This tool is used to calculate the distance in miles for Policies or Claims filtered. The following steps should be followed to perform distance calculation:

1. Filter Claims or Policies on map
2. The user can choose to overlay the territory/peril layer/point/line on the map from which the distance is to be measured
3. Click on “Distance Calculator” tab
4. Enter the radius bands in miles
5. Select the export type (policy or claims) from dropdown, based on whether the distance of policies or claims is required to be measured from the Geometry



PRODUCTADMIN SUPER USER

search GO HELP ROBOT TOTAL OFF

POLICIES CLAIMS * RESOURCES DISTANCE CALC UPLOAD DATA PLACES MAP TERRITORY VIEW DATA LAYER VIEW CLAIM TRIAGE REPORTS

Select Post Imagery MANITOBA

RADIUS (MILES)

BAND 1	0	-	3
BAND 2	3	-	4
BAND 3	4	-	5
BAND 4	5	-	10
BAND 5	10	-	

EXPORT TYPE claim

☒ CONTINUE WITH SELECTED GEOMETRY ON MAP
☐ CONTINUE WITH NEAREST COAST LINE ON MAP

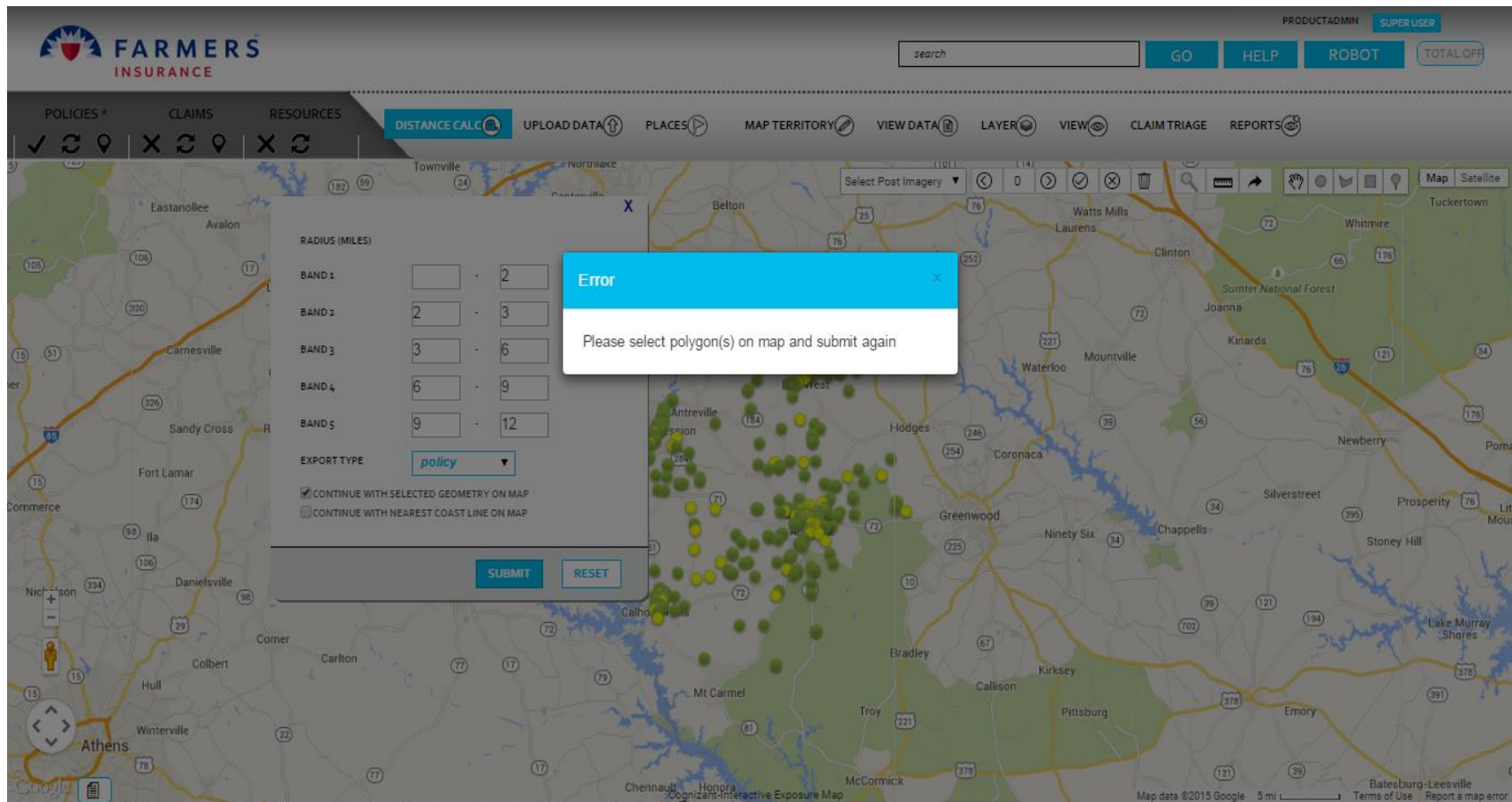
SUBMIT RESET

United States

Map Satellite

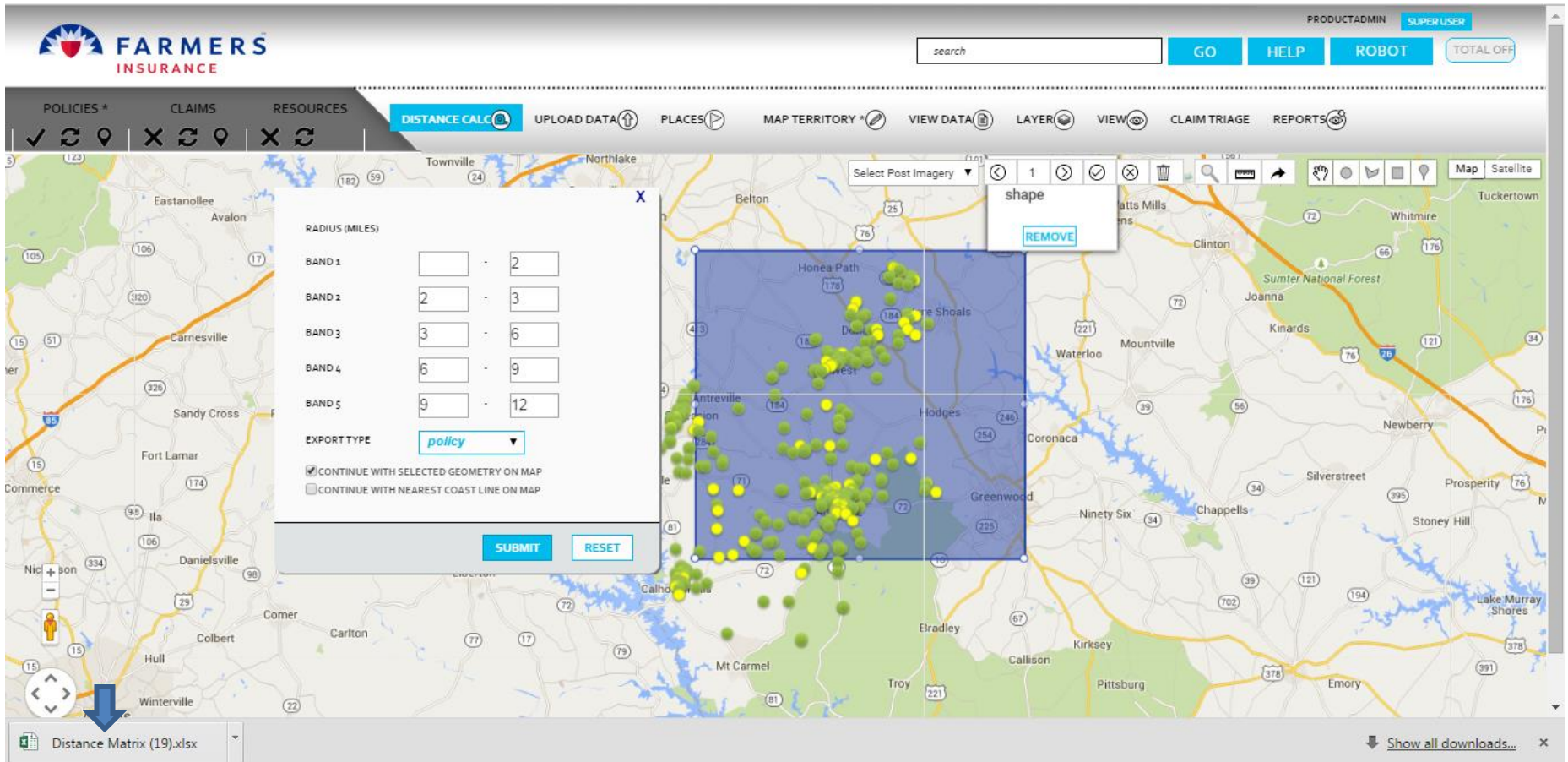
Google

6. The user can either select “continue with selected geometry on map” or “continue with nearest coastline on map”
7. If the user selects “continue with nearest coastline on map”, the system will measure the distance of the policies/claims overlaid on the map with the nearest coastline and an excel with the data will get generated
8. If the user selects “continue with selected geometry on map”, the system will check for a geometry on map and selection. If available, it will continue with the calculation; if not selected, the system will prompt the user to select a shape on the map



9. The user can click on the area boundary/line or point, and on confirmation, an excel gets generated with distance calculated as per the mentioned bands.

Farmers Impact Solution



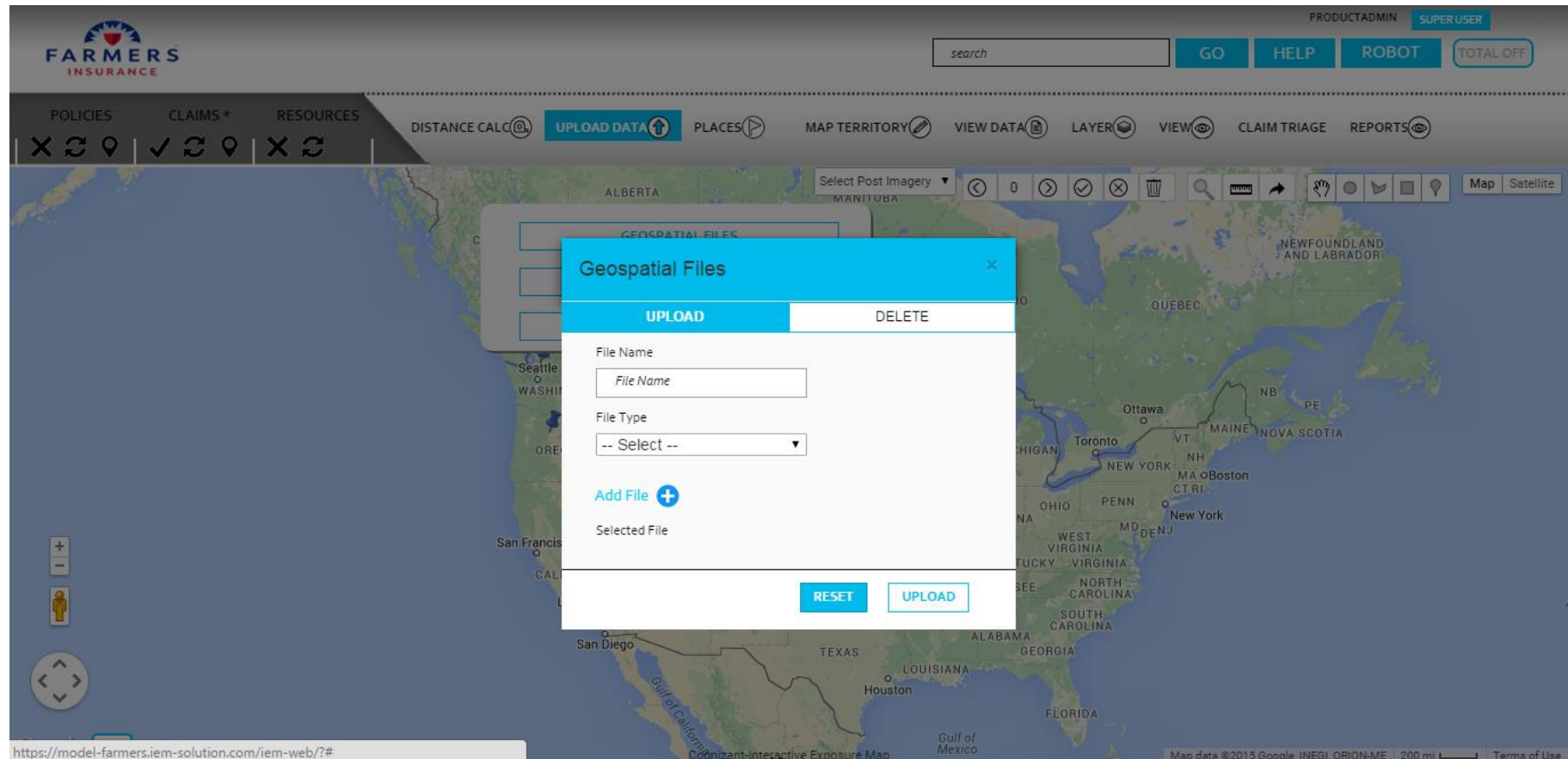
Manage geospatial files

Upload geospatial files

There is an option to upload KML Files, KMZ files and shape files under “Upload Data” tab.

To upload files:

1. Click on “Upload Data”
2. Click on “Upload geospatial files”
3. Enter unique “file Name”

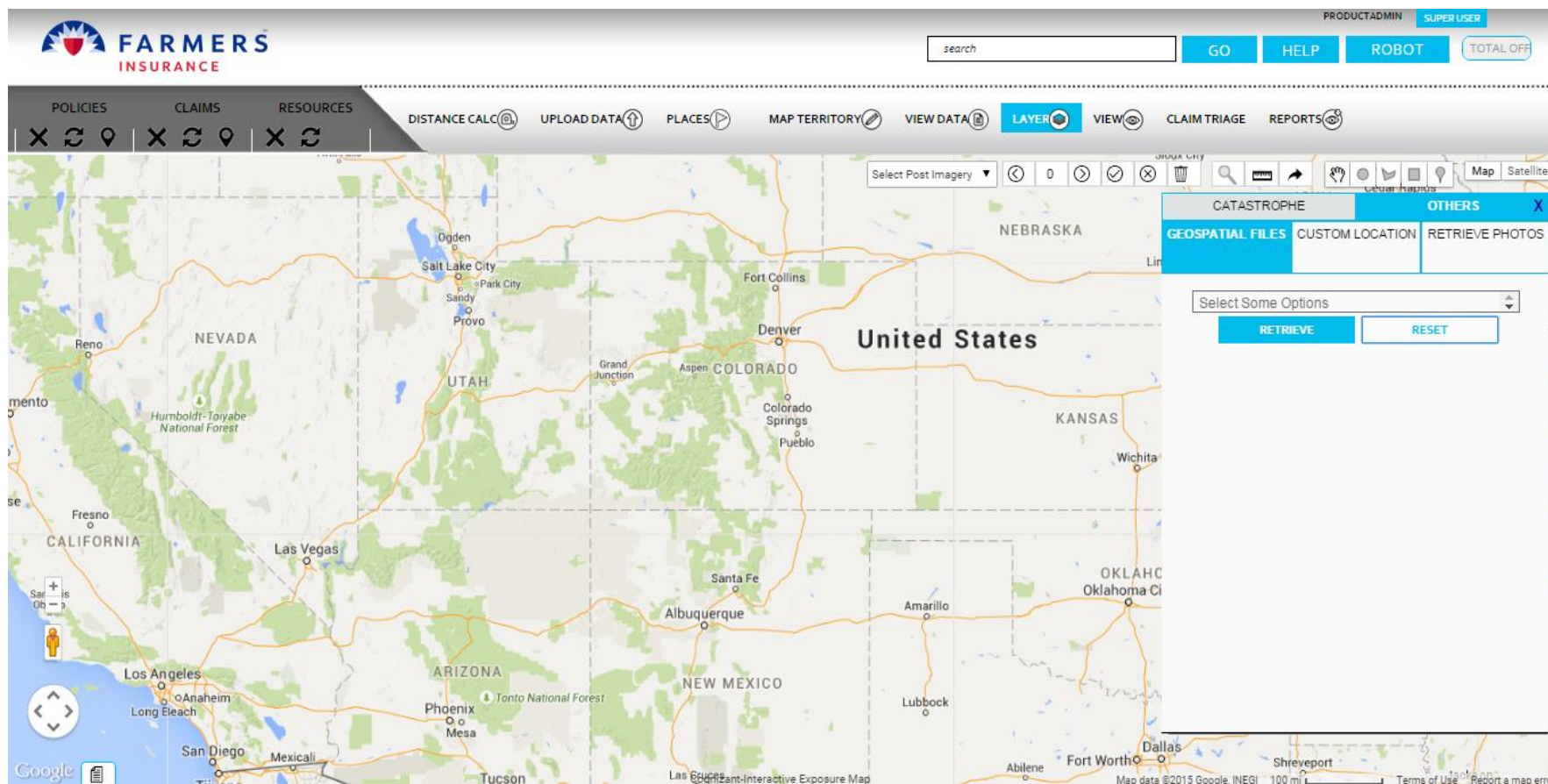


4. Click on “Add file” and select the file to be uploaded.
5. Click on the “Upload” button. The user will be provided with an upload successful message.
6. There is also a “Reset” button.

Retrieve geospatial files:

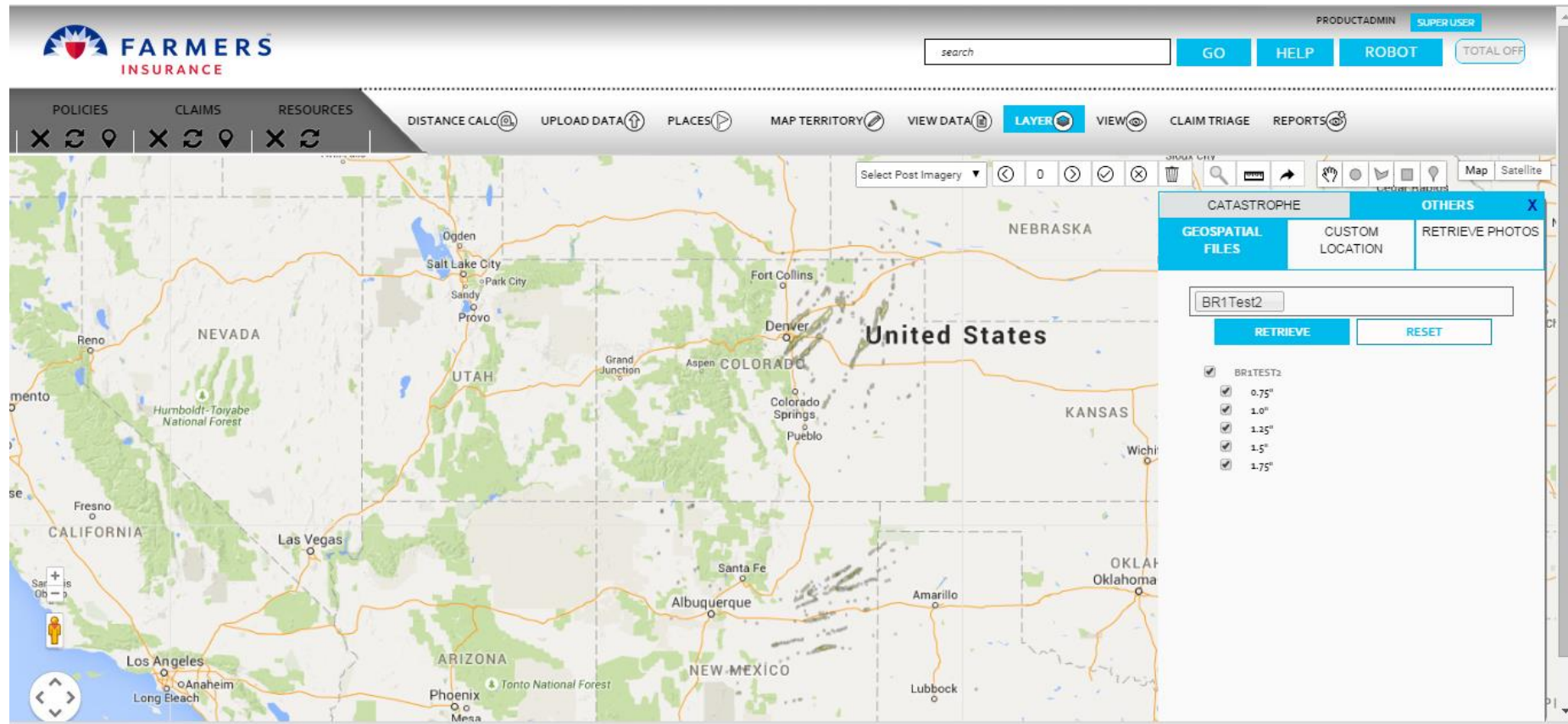
The uploaded files can be retrieved using the following steps:

1. Go to the “Layer” tab and click on “Others”
2. Click on “Custom KML”

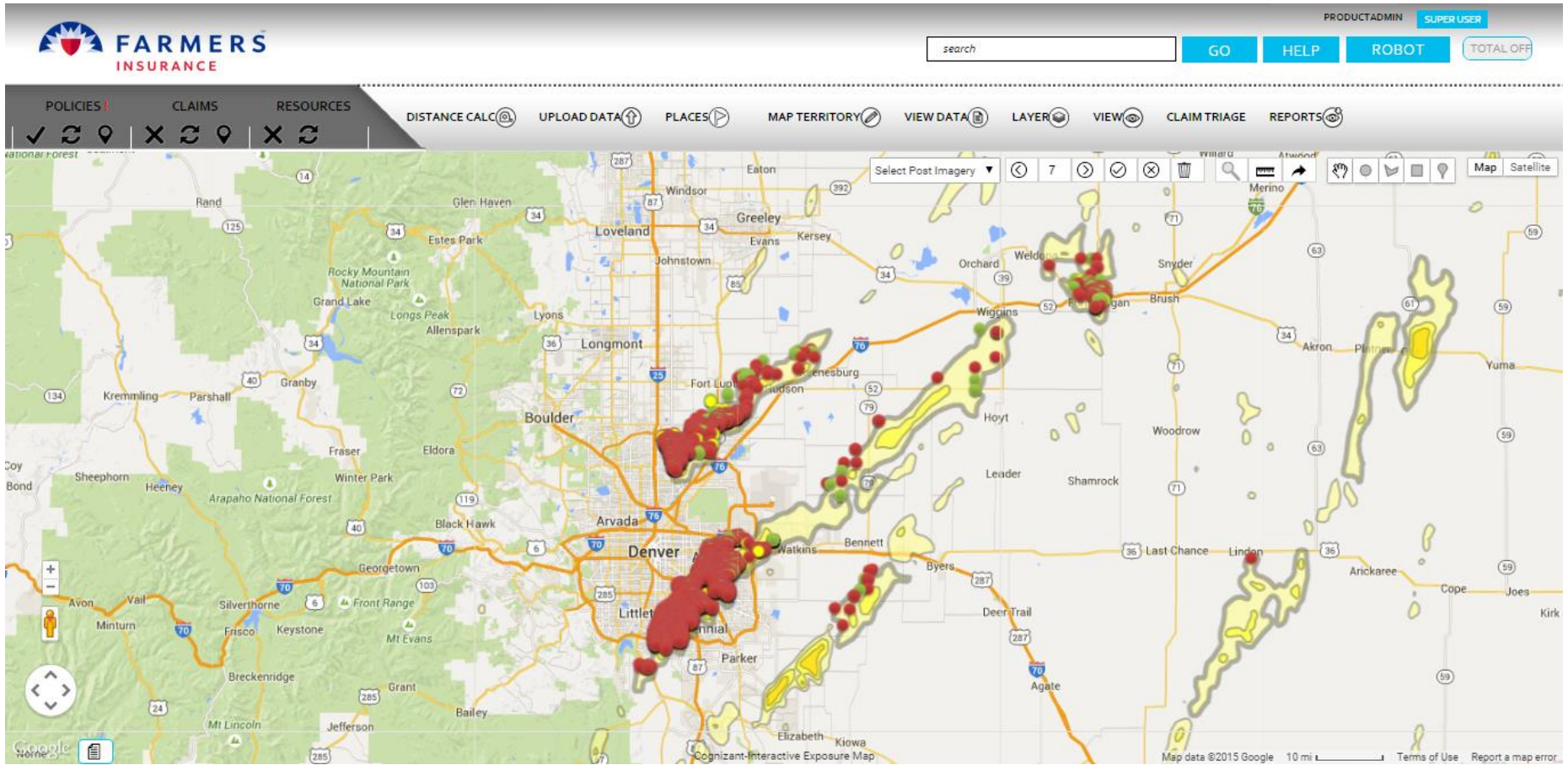


3. Select the file to view and click on “Retrieve” button.

Note: The user will be provided the option to view multiple files at the same time. For this the user will need to search and Retrieve the file.



4. The different peril data can be selected through check boxes to view on map.
5. This peril layer will be interactive with the policy/claims data and clicking on the layer on the map will allow the user to retrieve policy/claims data only for the defined layer/region.



Upload Data through Excel Utility

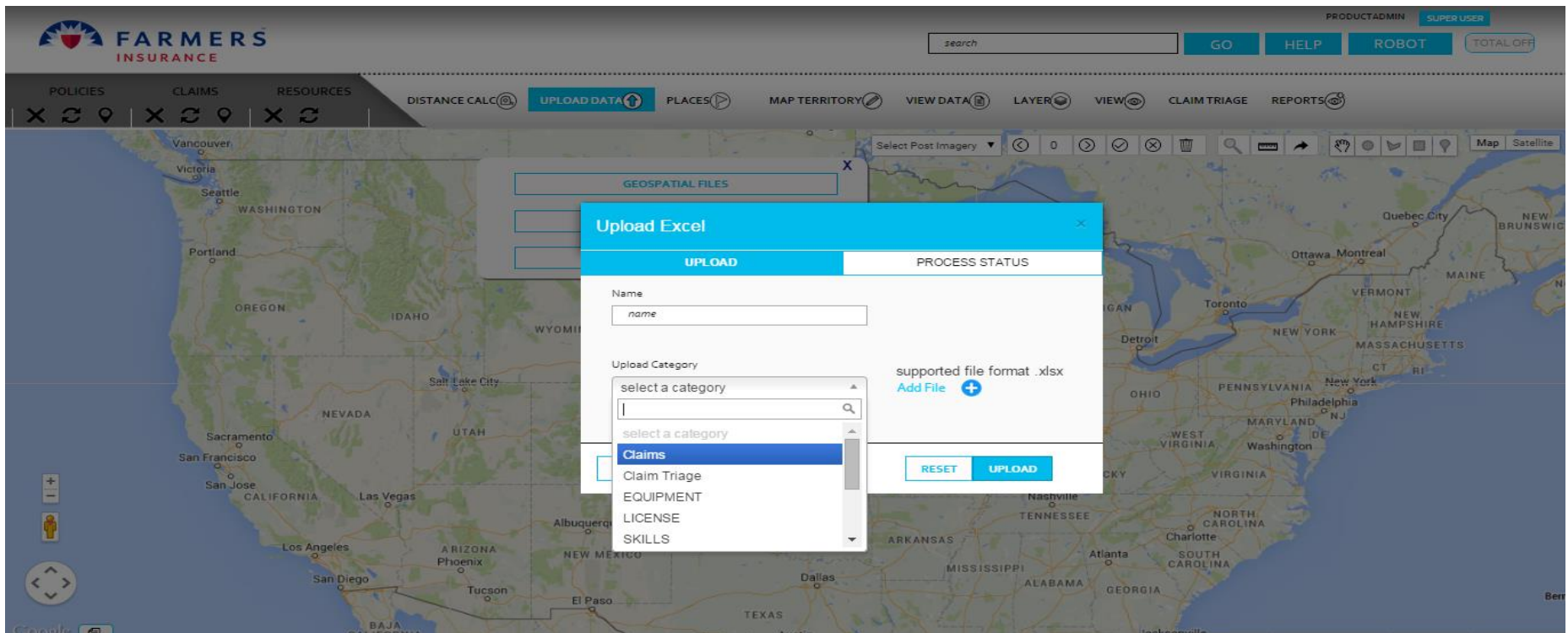
Upload Data:

There is an option to upload data (claims data /claims triage results /resource/un-resourced claims/COD) from the “Upload Data” tab. To upload data through the utility, the user has to follow the below steps:

1. Click on “Upload data” tab
2. Click on “Upload Excel” button
3. Enter a “Name” (optional field)
4. Select the “Upload category” (claims data /claims triage results /resource/un-resourced claims/COD)
5. Select the file using “Add file” button and click “Upload” button

Note:

1. The system supports file upload based on a specified format. The user can view the accepted format by the system (claims data /claims triage results /resource/un-resourced claims/COD) by clicking on the “Download template” button.
2. The resource upload is done through individual sheets for equipment, license, skills, employee, schedule, CAT Pay.



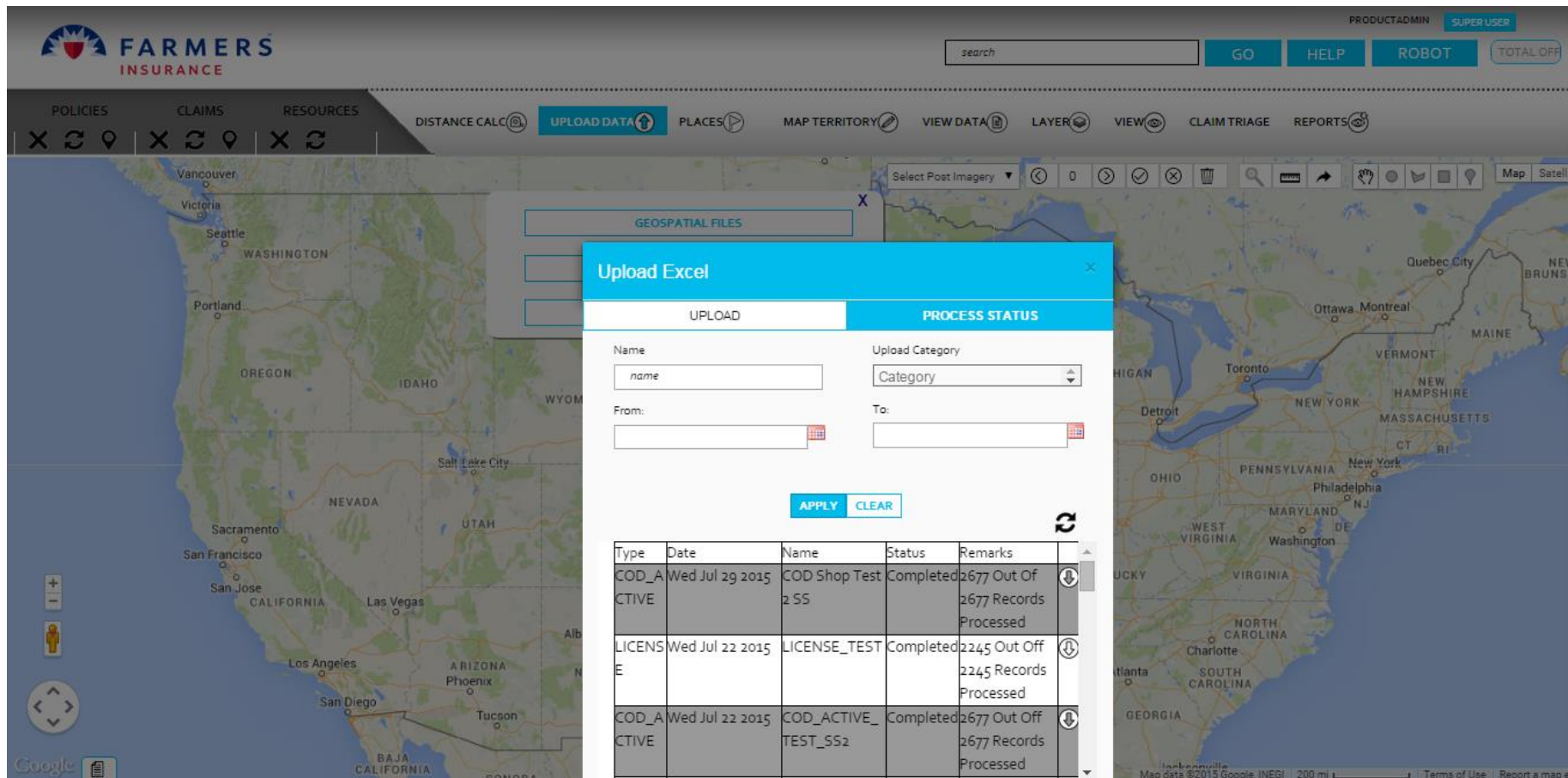
Track Upload status:

The user can click on the “Process status” tab to view the status of any files that have been uploaded.

To view the status:

1. Enter any of the following criteria and click “Apply” to view the required file upload status
 - Name
 - Upload Category
 - Select “From” & “To” dates
2. The files last uploaded are also available for view in the same tab
3. The “Status” column shows the status of each of the file uploads and may read:
 - a) Completed – all records in the files have been uploaded

- b) Partially completed – some of the total records in the file have failed
- c) Failed – all records in the file have failed
- 4. The “Remarks” column provides additional data on the upload result
- 5. The last column has a  button that helps to download the error log for all records failed



Upload Excel

UPLOAD | PROCESS STATUS

Name: Upload Category:

From: To:

APPLY **CLEAR**

Type	Date	Name	Status	Remarks	
COD_ACTIVE	Wed Jul 29 2015	COD Shop Test 2 SS	Completed	2677 Out Of 2677 Records Processed	
LICENSE	Wed Jul 22 2015	LICENSE_TEST	Completed	2245 Out Off 2245 Records Processed	
COD_ACTIVE	Wed Jul 22 2015	COD_ACTIVE_TEST_SS2	Completed	2677 Out Off 2677 Records Processed	

Manage Photo

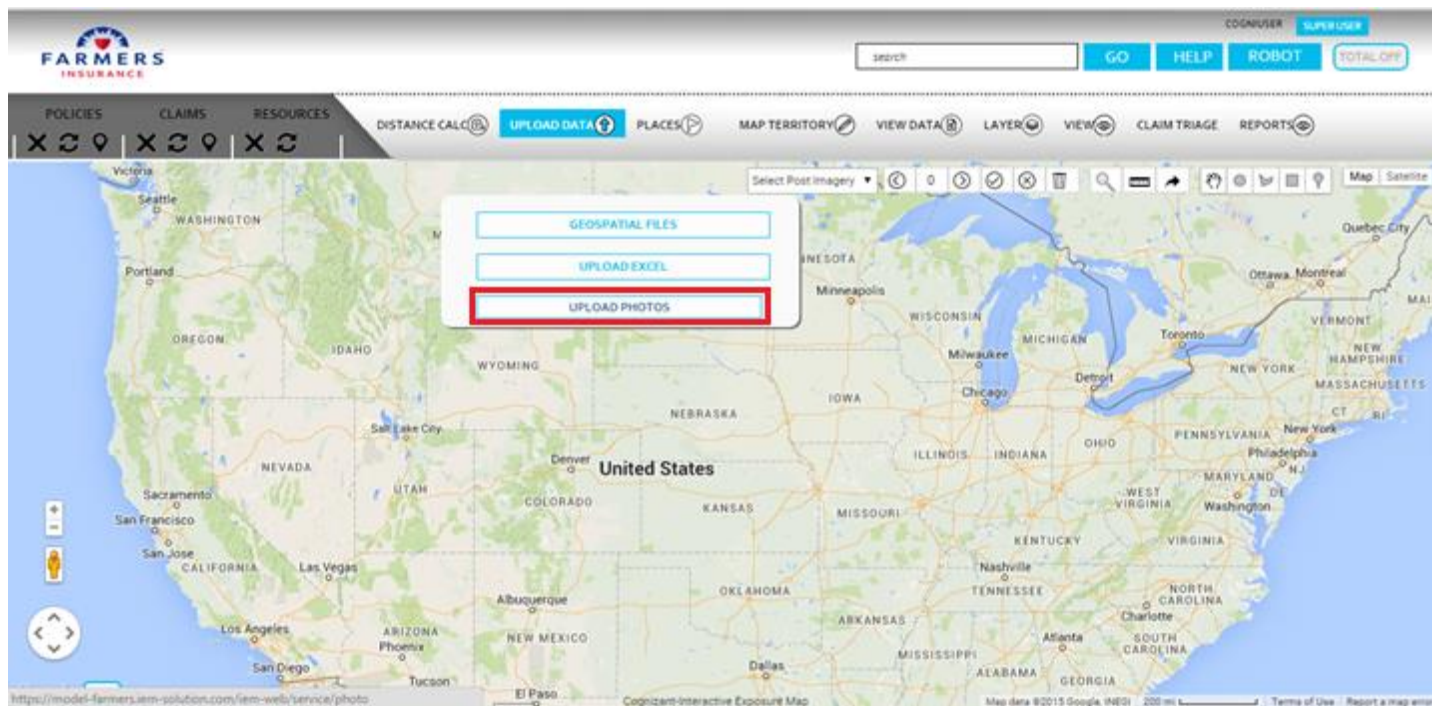
This module can be used to upload photos into Impact application and to view and retrieve them

Upload photo

The “Upload photos” tab is used to upload a photo and link it to a policy or claim, or linked to specific attributes

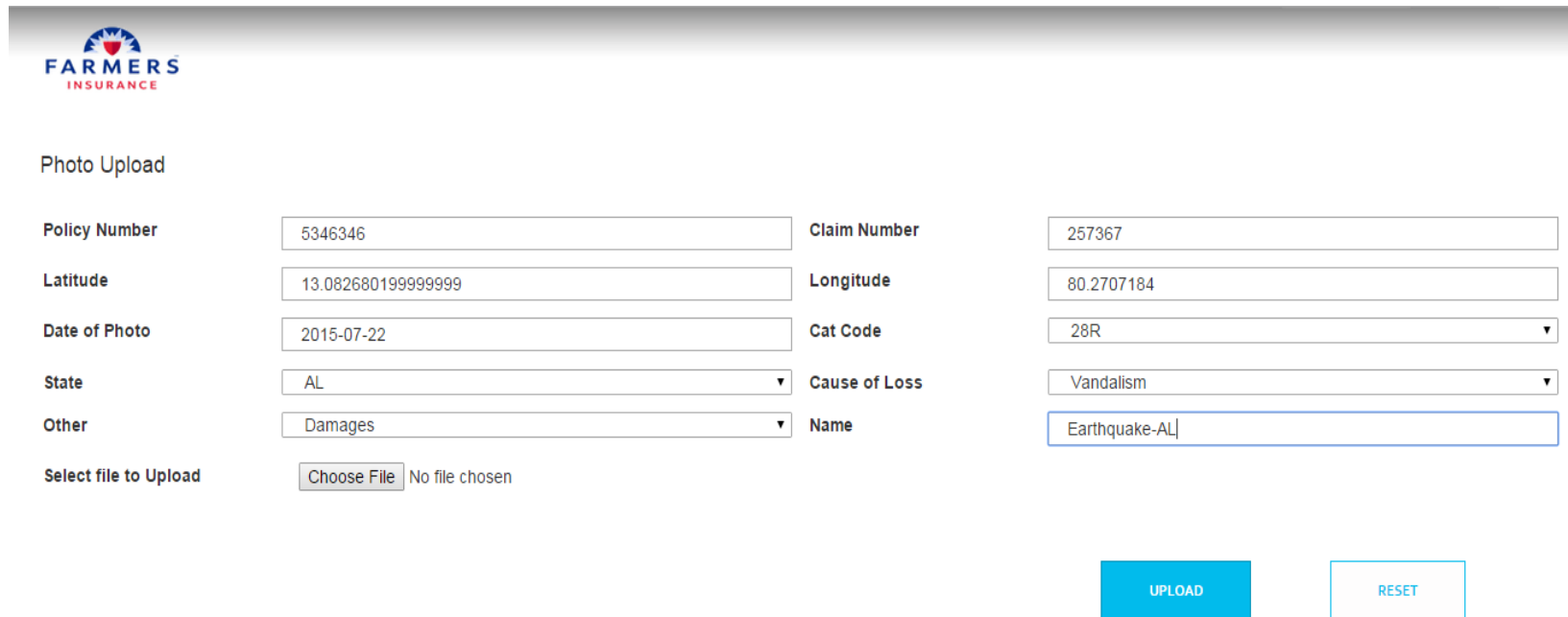
To upload an image:

1. Click Upload data tab Menu
2. Click “Upload Photos” sub-tab



3. A separate tab opens for uploading photo

4. If the user enters a related Policy or claim number to the photo, the photo will get linked to the geocode of that policy/claim.
5. If the location service is on in the user's system, then the Latitude and Longitude gets filled on its own.
6. The user enters the Name and other relevant fields and chooses the file to upload.



The screenshot shows the Farmers Insurance Photo Upload interface. At the top left is the Farmers Insurance logo. Below it, the title "Photo Upload" is displayed. The form is organized into two columns of input fields. The left column includes: "Policy Number" (text input with value 5346346), "Latitude" (text input with value 13.082680199999999), "Date of Photo" (text input with value 2015-07-22), "State" (dropdown menu with value AL), "Other" (dropdown menu with value Damages), and "Select file to Upload" (a button labeled "Choose File" followed by the text "No file chosen"). The right column includes: "Claim Number" (text input with value 257367), "Longitude" (text input with value 80.2707184), "Cat Code" (dropdown menu with value 28R), "Cause of Loss" (dropdown menu with value Vandalism), and "Name" (text input with value Earthquake-AL). At the bottom right of the form are two buttons: a blue "UPLOAD" button and a white "RESET" button with a blue border.

7. The "Reset" button is used to reset the entered fields.
8. The user can also tag the photo to a CAT code or/and enter Date of photo, State, Cause of Loss, Other fields.

Retrieve Photos

The uploaded photos can be retrieved on map.

To retrieve the photos that may or may not be linked to claims/policy numbers

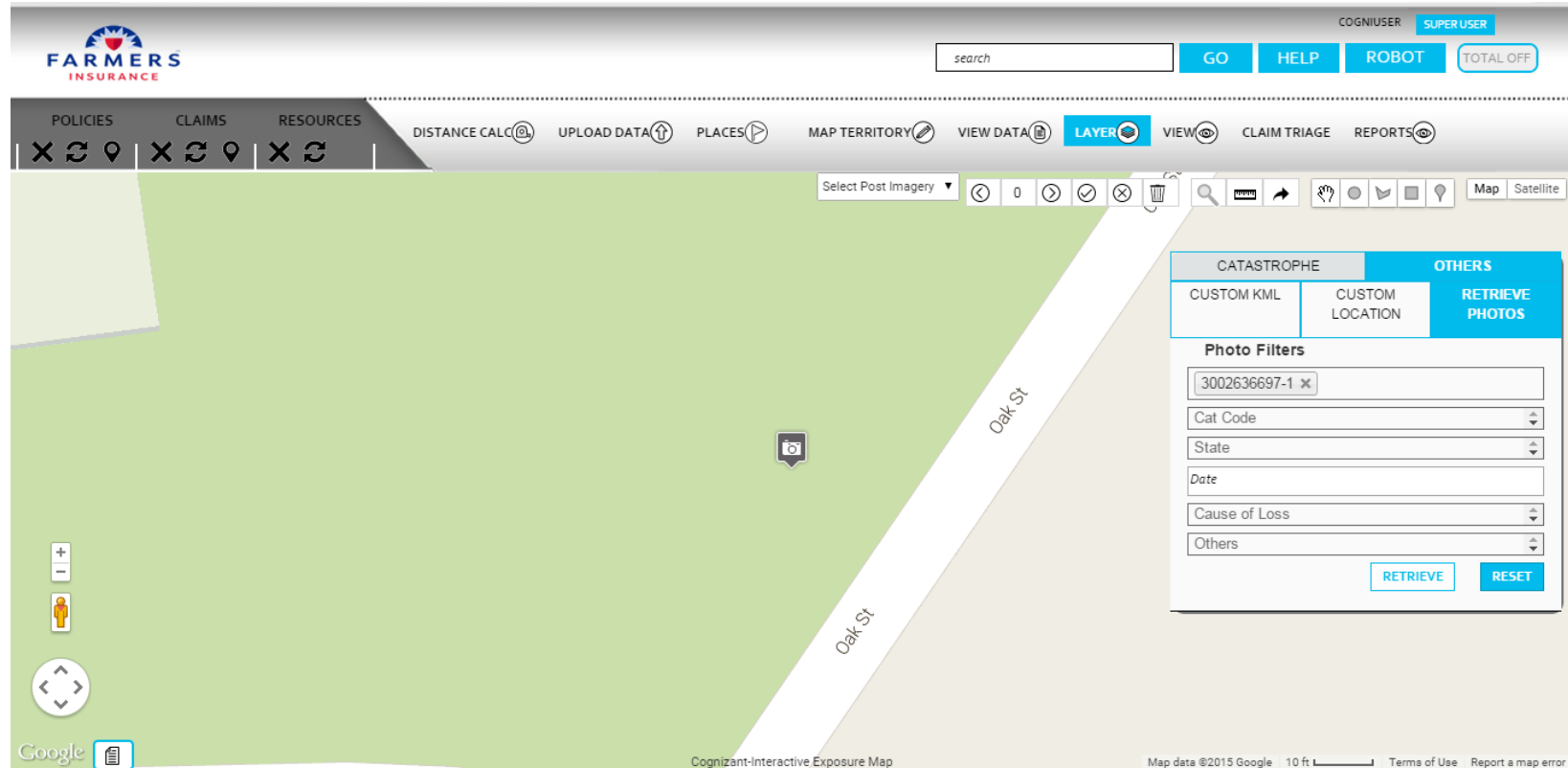
1. Click on "Layer" tab
2. Click on "Others" sub-tab
3. Under that, click on "Retrieve photos" tab

The screenshot displays the Farmers Impact Solution web application. At the top, there is a search bar with the text "search" and buttons for "GO", "HELP", "ROBOT", and "TOTAL OFF". Below the search bar is a navigation menu with tabs for "POLICIES", "CLAIMS", and "RESOURCES", each with a corresponding icon. To the right of these tabs are links for "DISTANCE CALC", "UPLOAD DATA", "PLACES", "MAP TERRITORY", "VIEW DATA", "LAYER", "VIEW", "CLAIM TRIAGE", and "REPORTS".

The main area of the application is a map of the United States. The map is labeled "United States" and shows various states and cities. A "Select Post Imagery" dropdown menu is located above the map. On the left side of the map, there are zoom in (+) and zoom out (-) buttons, a person icon, and a compass. At the bottom left, the Google logo is visible.

On the right side of the map, there is a "CATASTROPHE" panel. It has tabs for "CUSTOM KML", "CUSTOM LOCATION", and "RETRIEVE PHOTOS". Below these tabs is a "Photo Filters" section with the following fields: "Names", "Cat Code", "State", "Date", "Cause of Loss", and "Others". Each field has a dropdown arrow. At the bottom of the filters section are "RETRIEVE" and "RESET" buttons.

4. Enter the "Photo Filter" fields.
5. The photo icon is shown on map.



6. The user can click on the photo icon and the photo opens.

To retrieve photos linked to policy/claims numbers:

1. The user can open the claims/policies module and choose to filter with “show policies with images” or “show claims with images”
2. Based on the filter set, all claims/policies with photos tagged will appear as pointers on the map for the user to view

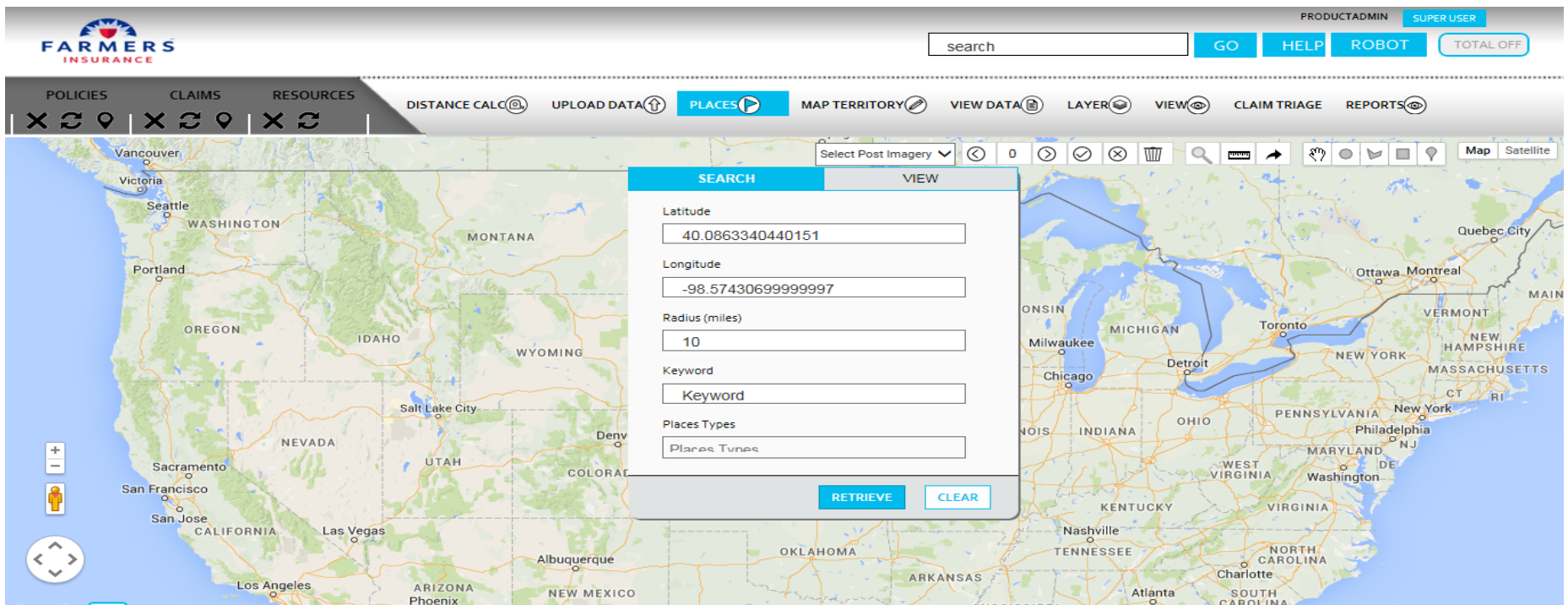
Places Filter

The “Places tab” is used to view a particular location within a pre-defined radius. The user will have the option to retrieve places based on keywords (which could be well known establishments like Walmart, Home Depot) or using the categories that are predefined in Google places (90 + categories such as airports, hotels etc.) . To retrieve places the user will:

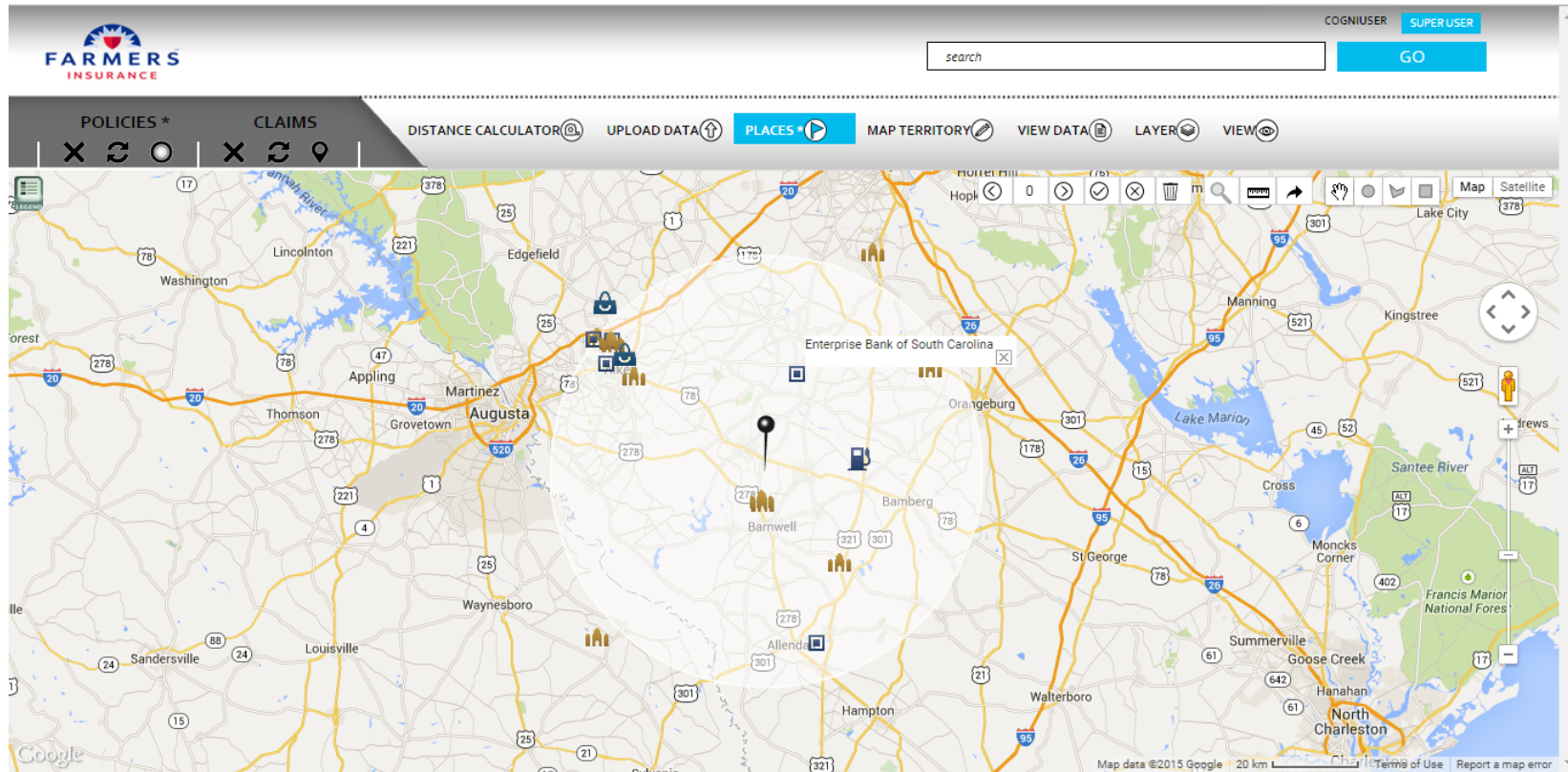
1. Click on “Places” module and “search” tab
2. Enter the radius to search.

Note: The maximum radius within which a place can be searched is 30 miles.

3. Enter a keyword or select a category from the places type drop down
4. Click on “Retrieve” button



5. A peg is displayed on the screen and the user may move the peg to retrieve results for the defined area



7. The user can click on the place to view details of the place
8. The user can also click on the "view" tab in the places module to view details of places in proximity to the point on map, with details including type, address, distance from point, website and ranking (if applicable) shown

[illegible]

Map Territory

The Map territory option provides the user the ability to create, view, edit and delete regions created using freehand tools or using pre-defined boundaries.

Create Region

The Create tab under Map territory tab helps to create a territory either by

- a) **Freehand:** Enter the Region name, Description, Tag and Share with specific user roles or directly “Draw on Map”
There is also a “Reset” button.

(Or)

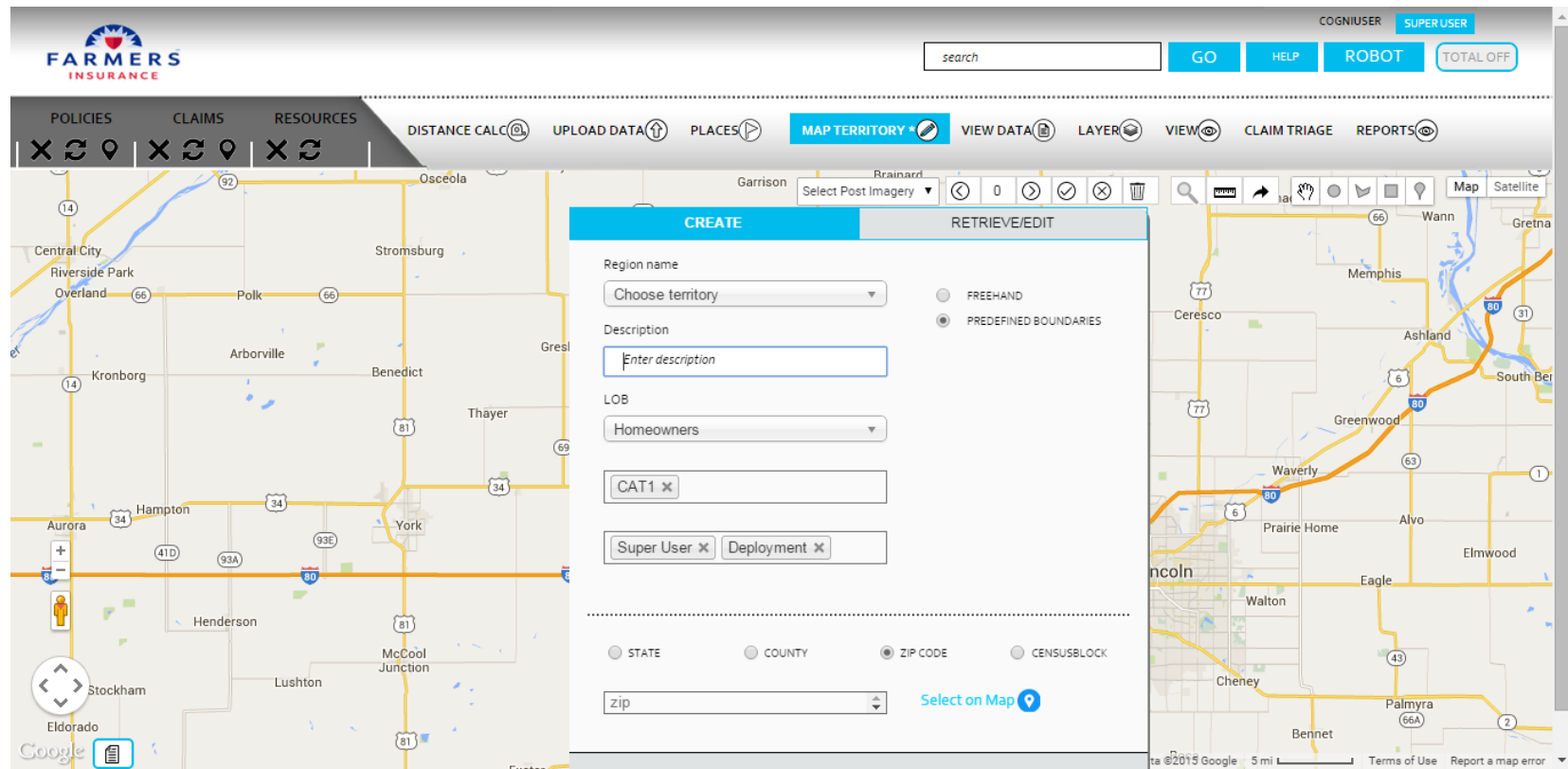
- b) **Predefined boundaries:** Enter the Region name, Description, Tag and Share with specific user roles.
Select State or County or Zip Code radio button and “Save”. “Select on Map” can also be used to directly select a region on the map.
There is also a “Reset” button.

To create a region:

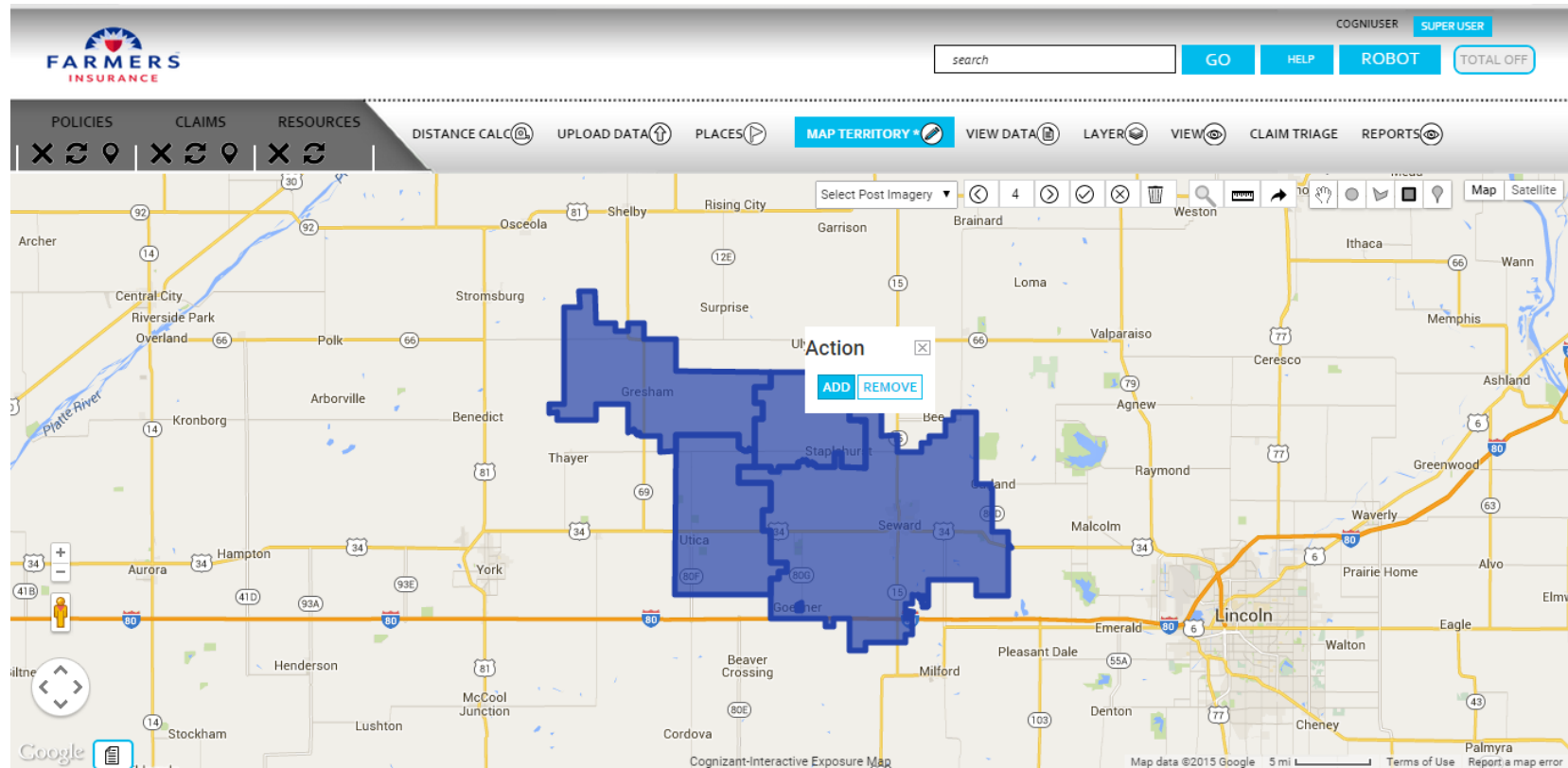
1. Click on “Map Territory” tab
2. To draw a region using predefined tools, the user will select it from the radio button, select the region type and click on the “draw on map”

3. The user can click on any of these tools.  to draw a region on the map

Note: The user will need to click on the  icon to undo the selection of the region creation tool

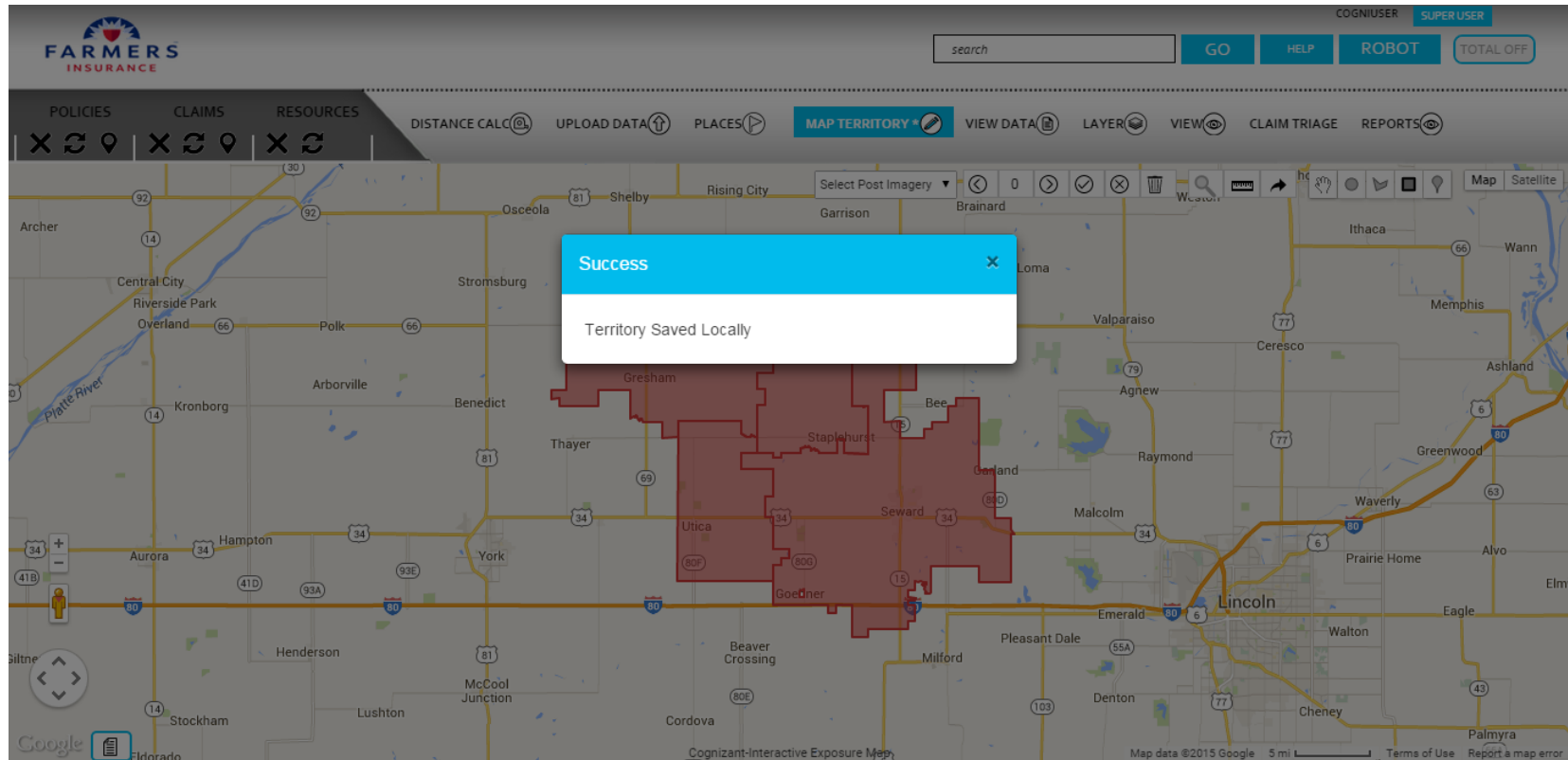


4. Once the region is drawn on the map, the user can right- click and Add/Remove a region.

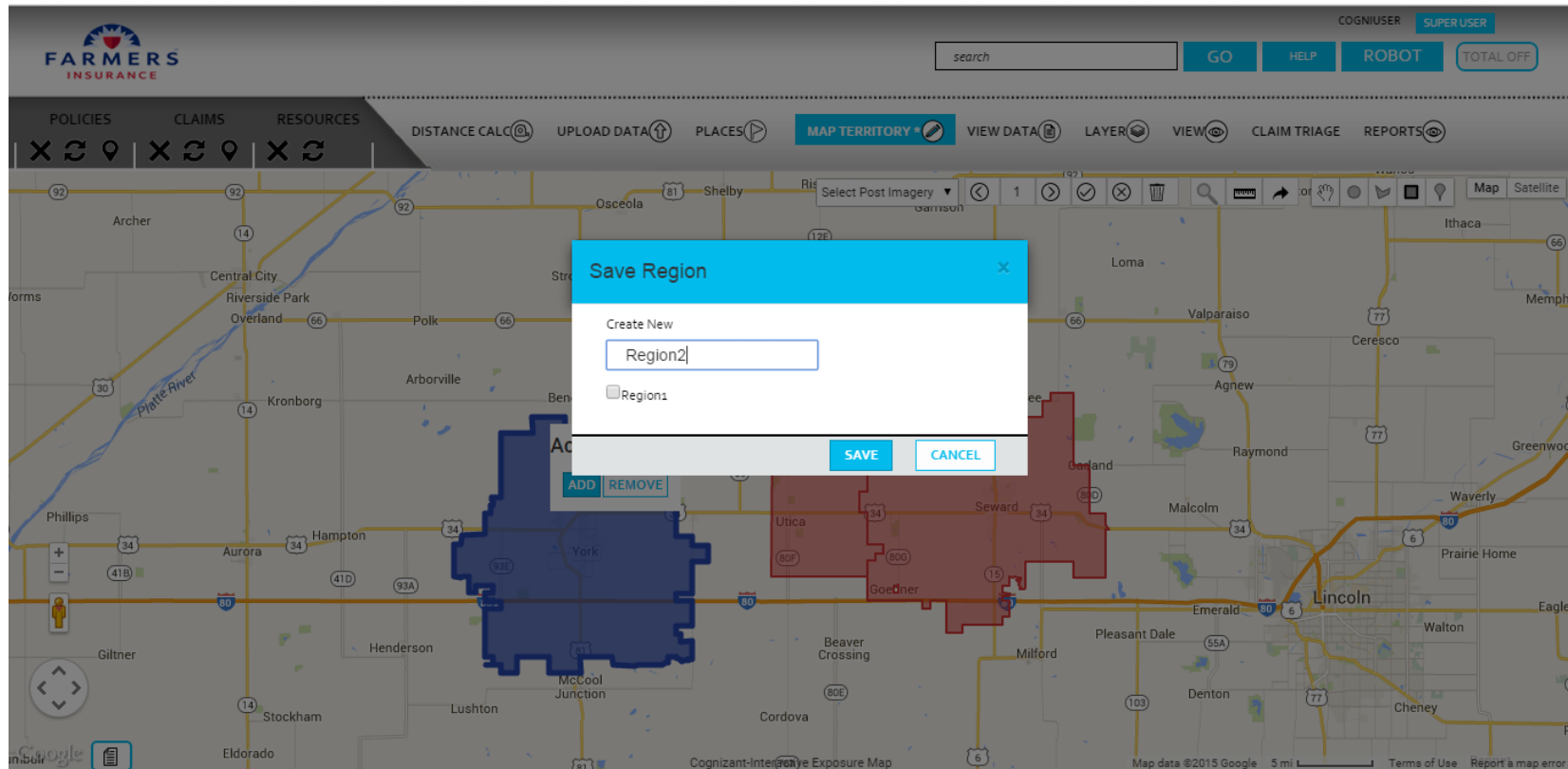


5. Clicking on Remove button removes the selected territory.
6. On clicking "Add" button, the user can enter a name for the territory and save it.

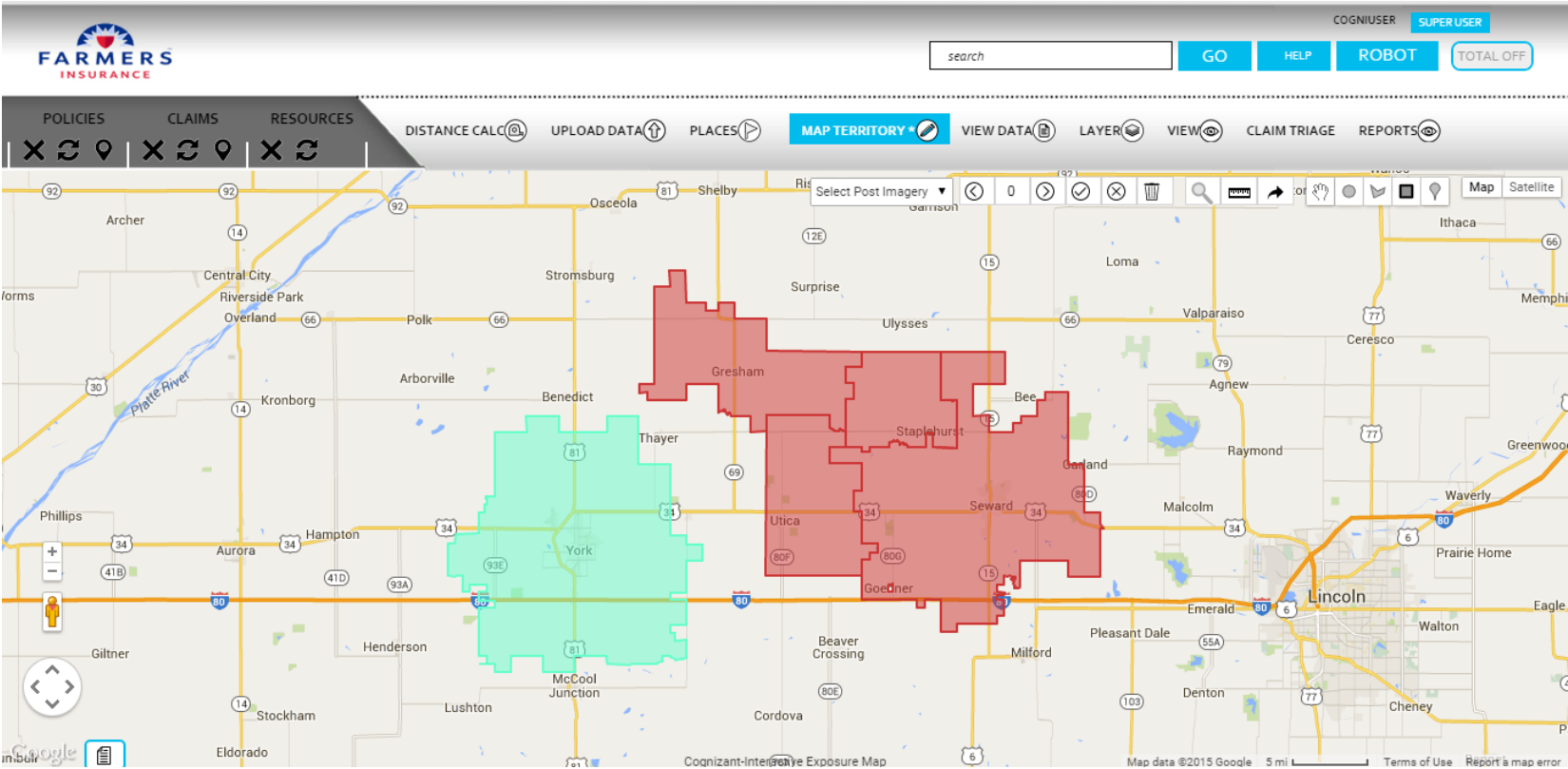




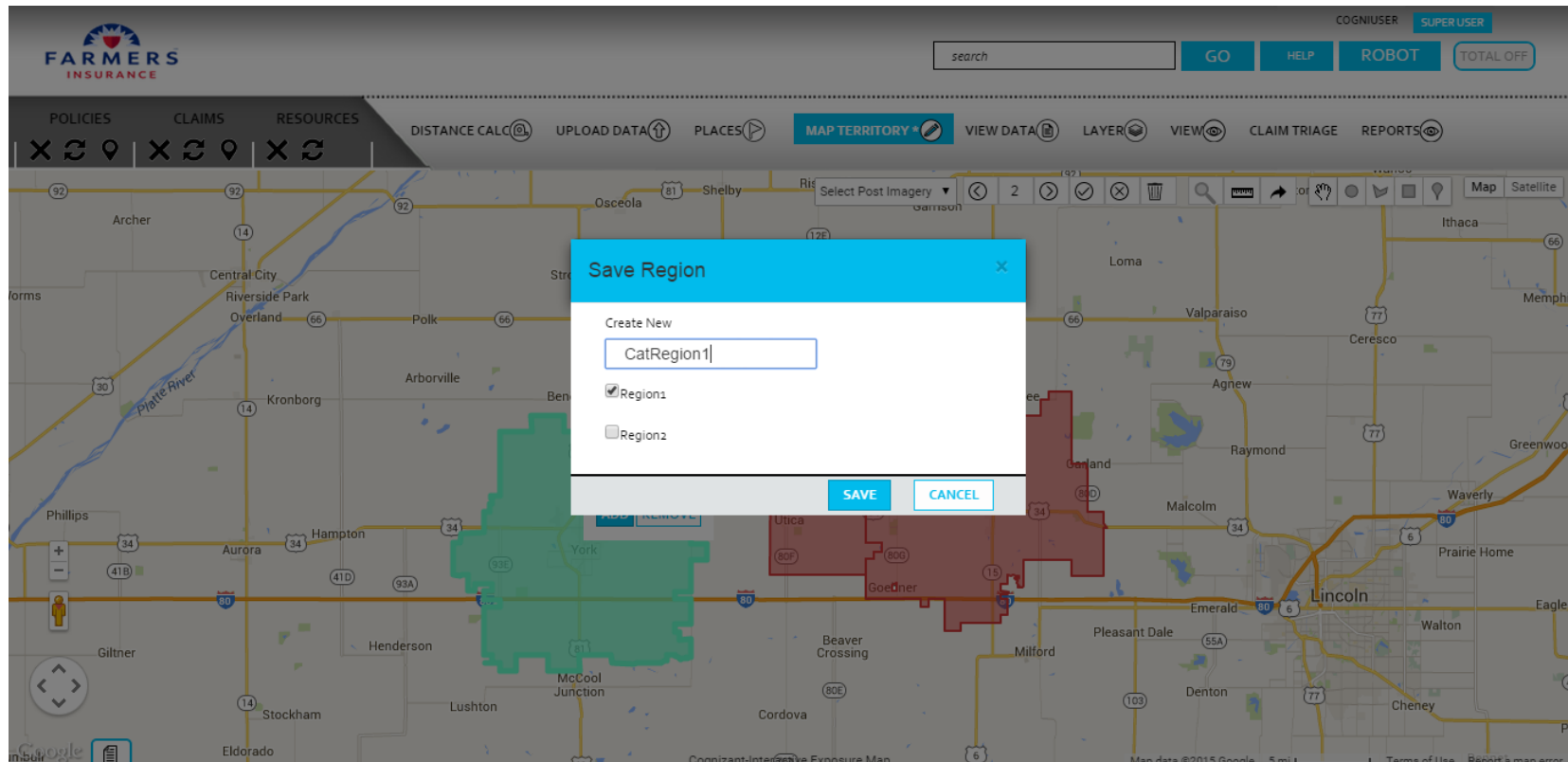
7. The user can also create another nearby territory and save the same using the above steps.



Note: The latest territory turns another unique color.



8. To user can also choose to overlap two regions. To do this the user can either select the same regions and save, or the user can click on “Add” button, check the name of the territory to which the latest territory is to be added.



The overlapped territories will be shown on the map on clicking “Save” button.

9. Once the territories are saved locally, the user will be required to navigate to the territories tab to save the created territories
- Go to map territories
 - Select any overlaid territory in “Region name” dropdown
 - Enter “Description” (optional field)
 - Enter “tag” from dropdown (Note: This provides an easy way to index a territory)

- e. Enter LOB type (homeowners, auto or none) based on deployment/non-deployment usage
- f. The user can choose to “Share” the region with user roles
- g. All territories overlaid on map are saved through this

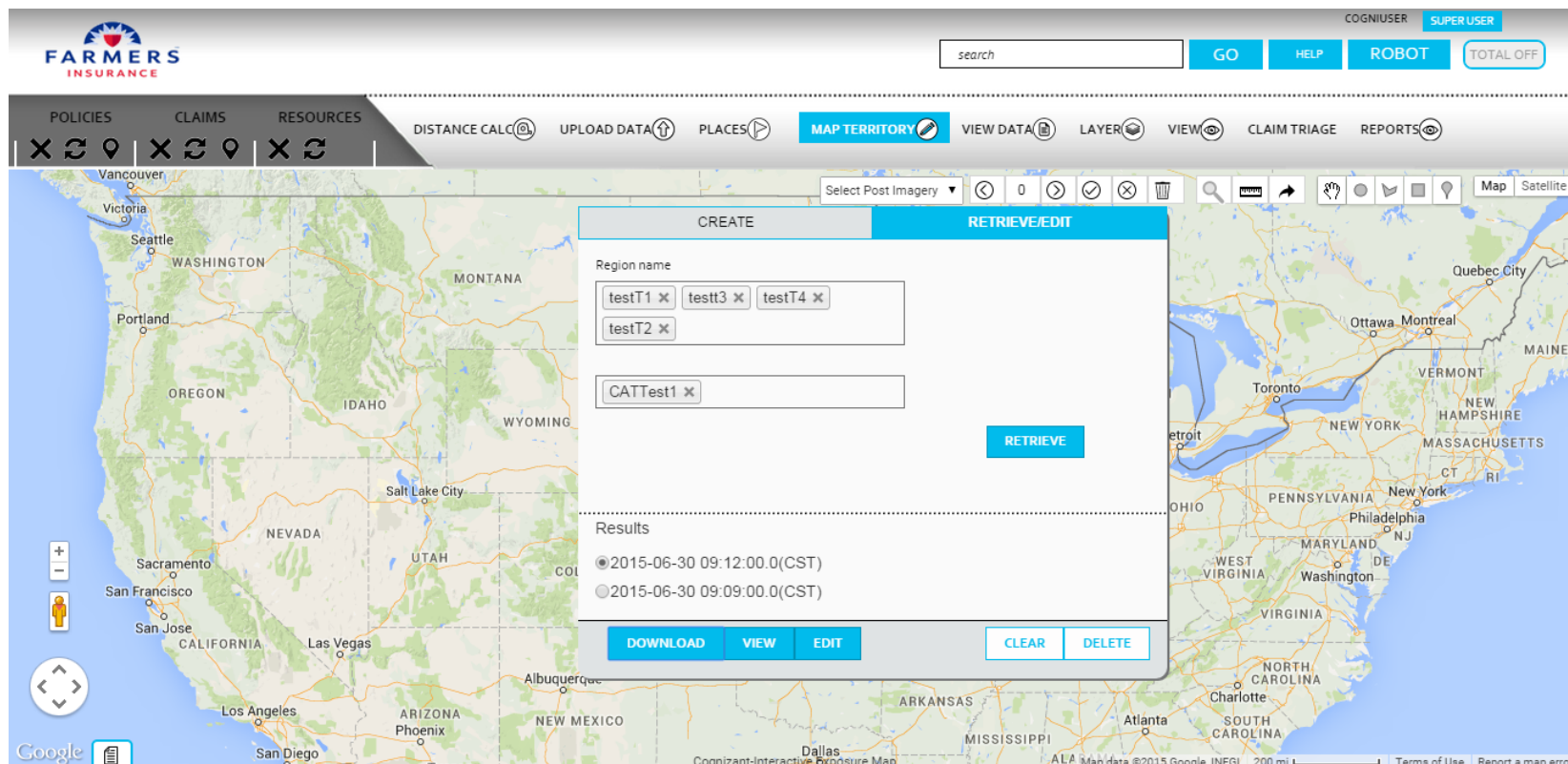
Note: the user can individually save each territory overlaid on the map as well using this tab.

Retrieve/Edit/Delete Region

The “Retrieve” tab under the “Map Territory” tab helps to retrieve a region or edit an already saved region.

To retrieve a region,

1. Enter the “Region name”
2. Choose a “tag”
3. Click on “Retrieve” button
4. All versions of the created region will be shown to the user
5. Click on the link shown under Results and choose the action to be performed – View, Edit, and Delete.



6. If the user edits a view by adding /deleting regions, the tab shows an “Update View” button.
7. On clicking the same, a pop up appears asking “Do you want to override the existing version?”
8. On clicking No, a new version of the same is created.
9. On clicking “Yes”, the previous versions are deleted and this version alone remains.
10. The “Download” button is used to download the zip code and their respective LOBs for the territories created.
11. “Clear” button clears the map of all territories.

Layers

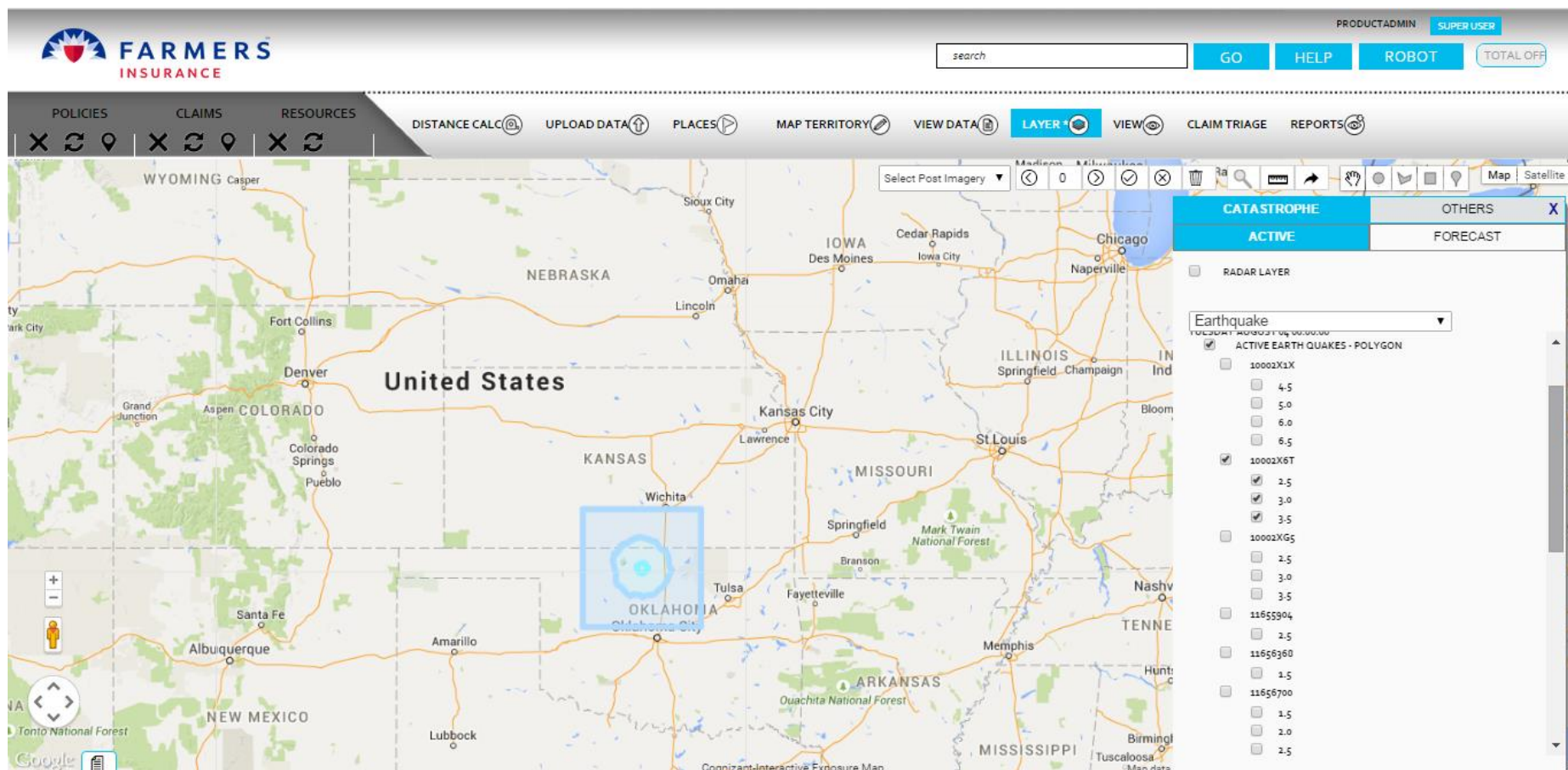
Impact solution integrates with various third party data source providers that allow the user to view peril/CAT/weather related data on the map. The peril/CAT events and the source for the feed are provided in the table alongside. The peril types have been categorized into active and forecast to allow the user to view active/ongoing CAT/peril events or view any forecast feeds as provided by the third party sources.

Active Perils

To view active perils/CAT events on the map, the user will be required to:

1. Click on the layers tab
2. Select the active peril tab
3. Select the date (**Note:** The user will be provided with the option to view active peril data up to 5 days prior to current date)
4. Select the applicable source to view the data on the map. Filters within each peril source allow the user to filter and view data based on the user scenario (e.g. only the forecast cone for hurricane data)
5. The “Clear” button is used to clear the peril filter.
6. Each of these peril layers is interactive. The user can click on the layer to retrieve policy/claims for the area of interest

Category	Peril Name/CAT type	Source
Active	Wildfire	GeoMac and Modis
	Hurricane/Surge	NHC NOAA
	Earthquake	USGS
	Hail	SPC NOAA
	Tornado	SPC NOAA
Forecast	SPC outlook	SPC
	Flood /Sewer & Drain	HPC NOAA
	Winter Storm	HPC NOAA

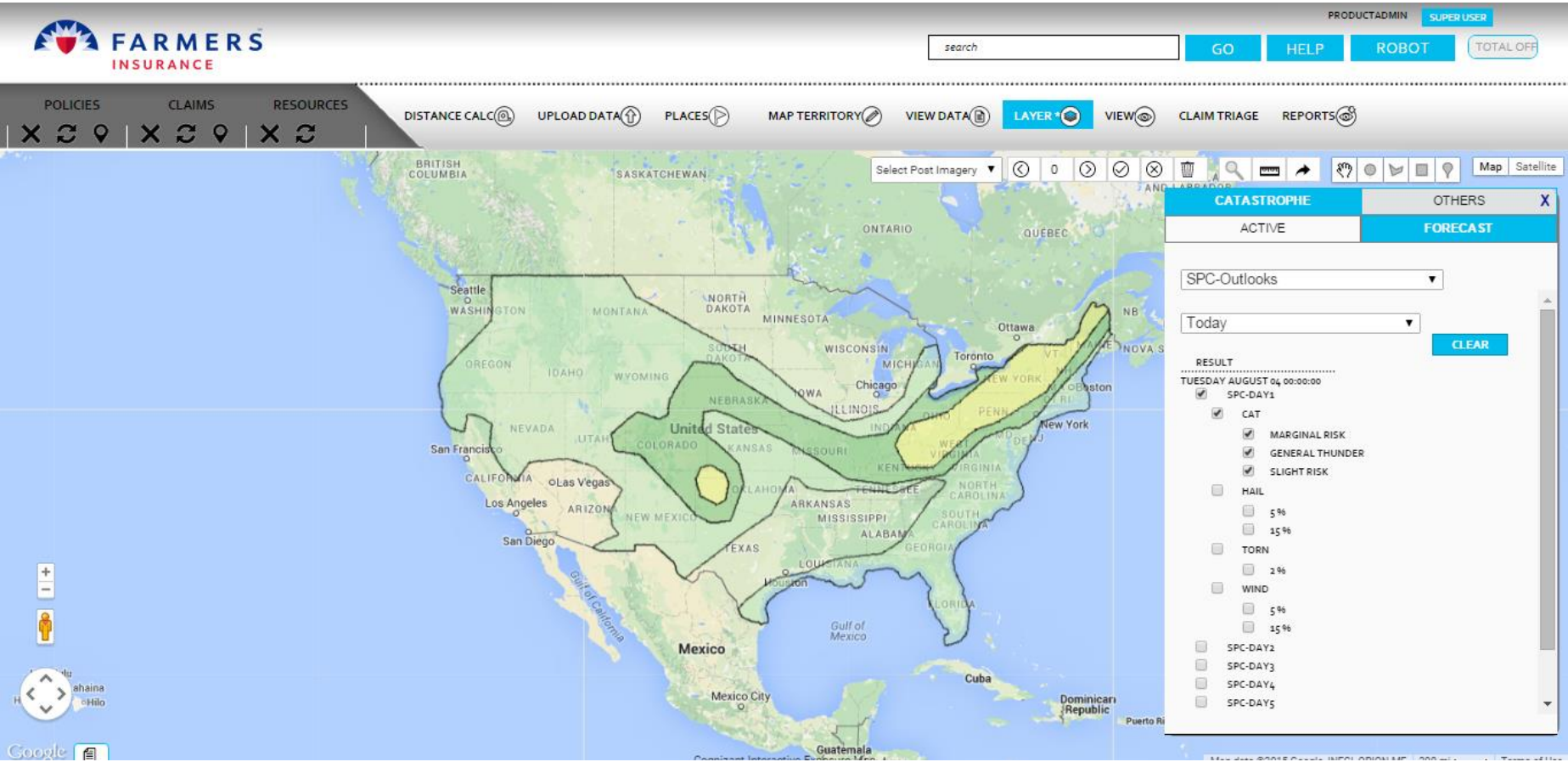


Forecast Perils

The peril forecast layers works in a similar way to active peril/CAT events.

The user can view the peril forecasting from “Today” to “5 days ago”

For e.g., the “Winter Storm” option selected for “Today” retrieves Day 1 forecast, Day 1-3 forecast. The retrieved results in inches can be filtered under this view.



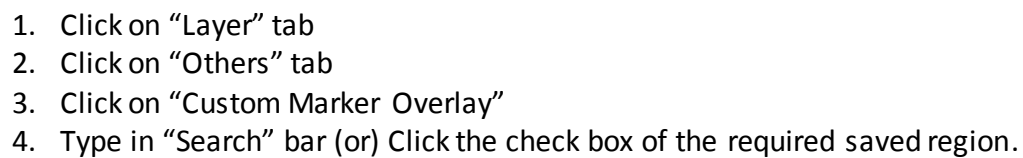
Manage Locations

This functionality allows the user to add and manage any locations that may be added on the map.

Add Locations

To add a location,

1. Enter the location address in the search bar on top and click on Go.
2. The location appears on the map with a  sign.
3. The user can click on the  to save the location with a unique name
4. The user can also enter associated description
5. The user can also enter a type to the location. This may be a bus, car, flag, Red Cross and default.
6. The icon linked to the location is based on the “type” selection



1. Click on the location to view the description or click “Edit/Delete” button modify

Views

The view tab allows the user to save and retrieve any “view” that may be created using a CAT event. A view comprises of multiple modules from the application (such as territories, peril layers, policy/claim data)

Save View

To save a view, the user will:

1. Click on ‘View’ once all the modules that the user wants to save are shown on the map
2. The user enters “View name, Description” and select a “tag” from dropdown.
3. The user will then select option to “Auto/Freeze” the peril layer

Note:

Auto- Selecting this option auto-update’s the peril layer with the latest feed that is available in the system. Each time the user retrieves the view, the latest feed from the peril source will be shown to the user.

Freeze – Selecting this option freezes the peril layer for future user. Each time the user retrieves the view, the peril layer (boundary) shown at the time of save will be retrieved for the user.

4. Option to Share the view with user roles using the “Share” dropdown
5. Click on “Save” button.

Retrieve/Edit View

The user will be able to search and retrieve all views created.

5. Click on “View” tab
6. Click on “Retrieve View” tab
7. Select a “View Name” from dropdown
8. The user can also select a “tag” which would limit ‘views’ linked to the tag name
9. Click on “Retrieve” button.

Note: The Results shown can be filtered by date.

The user can click on the radio button and click on “View” to see the view.

The screenshot displays the Farmers Insurance web application interface. At the top, the Farmers Insurance logo is on the left, and a search bar with 'GO', 'HELP', 'ROBOT', and 'TOTAL OFF' buttons is on the right. Below the header, a navigation bar includes links for POLICIES, CLAIMS, and RESOURCES, along with various tool icons like DISTANCE CALC, UPLOAD DATA, PLACES, MAP TERRITORY, VIEW DATA, LAYER, and VIEW. The main area features a map of Oklahoma and Kansas, with a blue rectangular overlay indicating a selected area. A 'SAVE VIEW' dialog box is open on the right, showing a 'View Name' dropdown set to 'CATEQDEMO', an 'E-Play Book Views' checkbox, and a 'Choose Tag' dropdown. Below these, a 'RETRIEVE' button is visible. The 'Results' section shows two entries: 'CATEQDEMO--2015-06-30 07:55:23.596(CST)' and 'CATEQDEMO--2015-06-30 07:54:14.66(CST)'. At the bottom of the dialog are 'VIEW', 'EDIT', 'CLEAR', and 'DELETE' buttons. The map itself shows major cities like Oklahoma City, Tulsa, and Wichita, with a scale bar at the bottom right.

10. User can also edit the view by clicking on “Edit’ button. Click on “Update View” and save the View.

FARMERS
INSURANCE

PRODUCTADMIN **SUPER USER**

POLICIES
 CLAIMS *
 RESOURCES

DISTANCE CALC
 UPLOAD DATA
 PLACES
 MAP TERRITORY
 VIEW DATA
 LAYER
VIEW
 CLAIM TRIAGE
 REPORTS

Select Post Imagery

 0

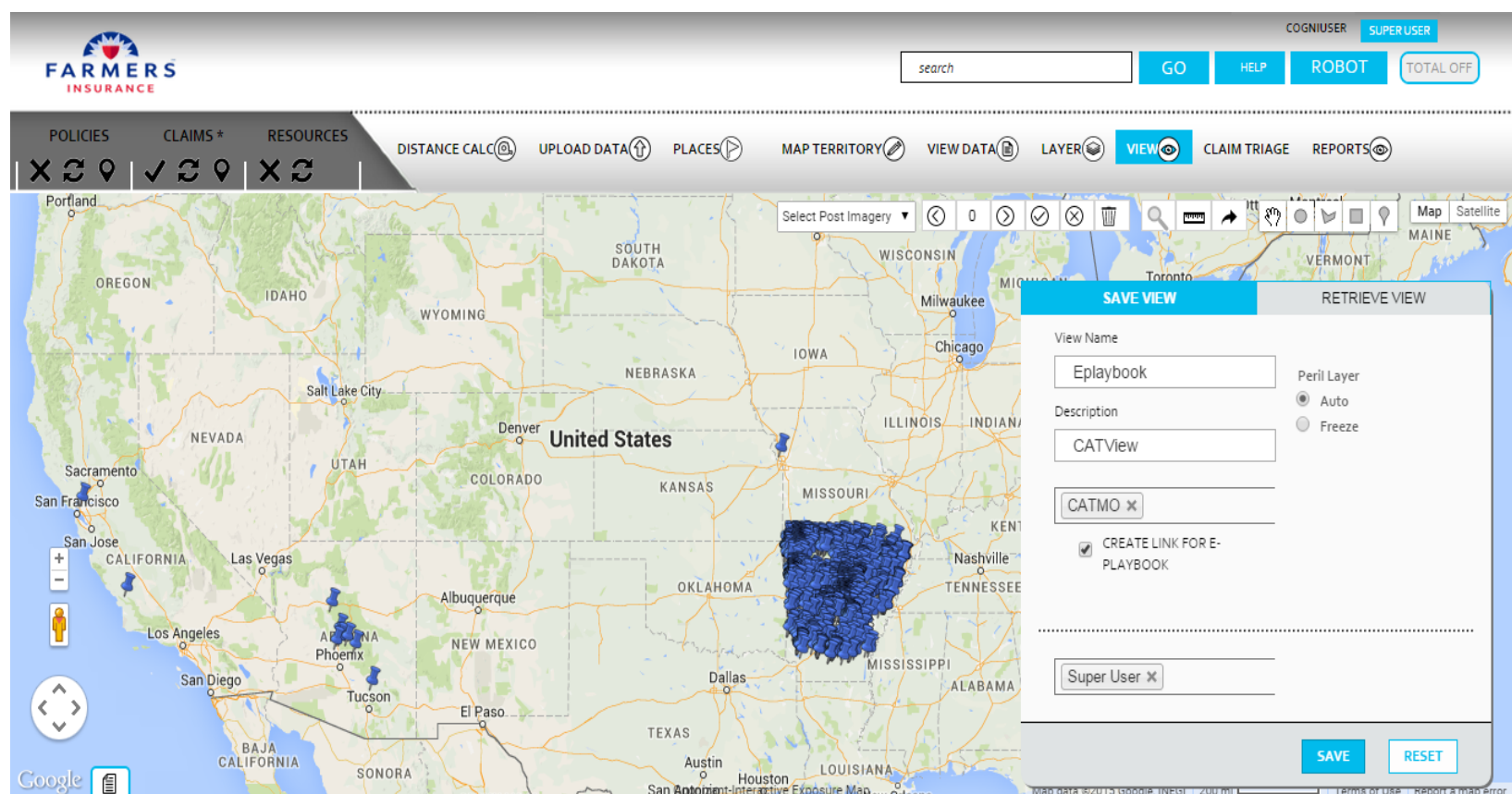
E-playbook

This feature allows the create a view (separate web link) for the internal reporting of key catastrophe metrics, and also send periodic updates to the communication team on CAT metrics

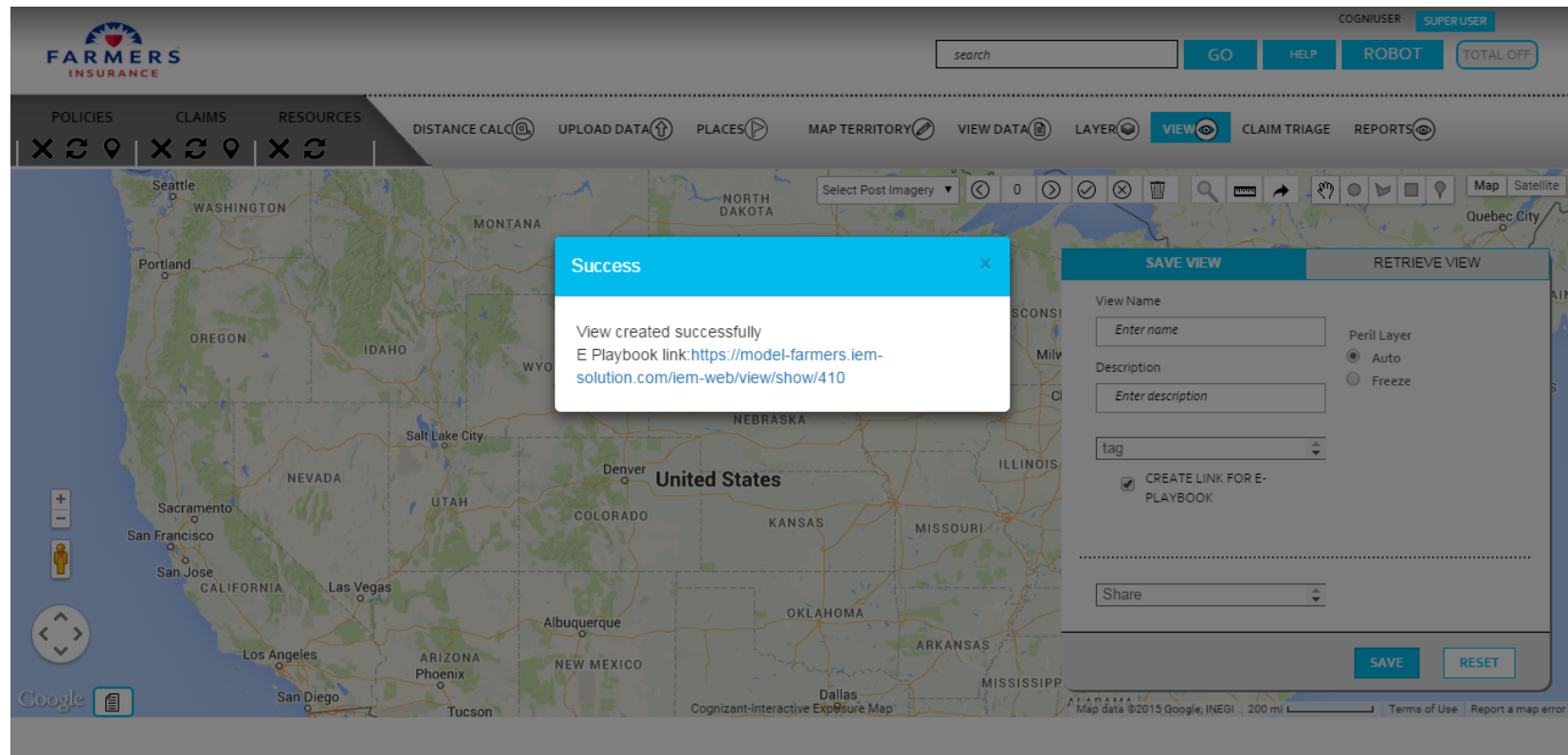
Create e-playbook view

To enable this feature,

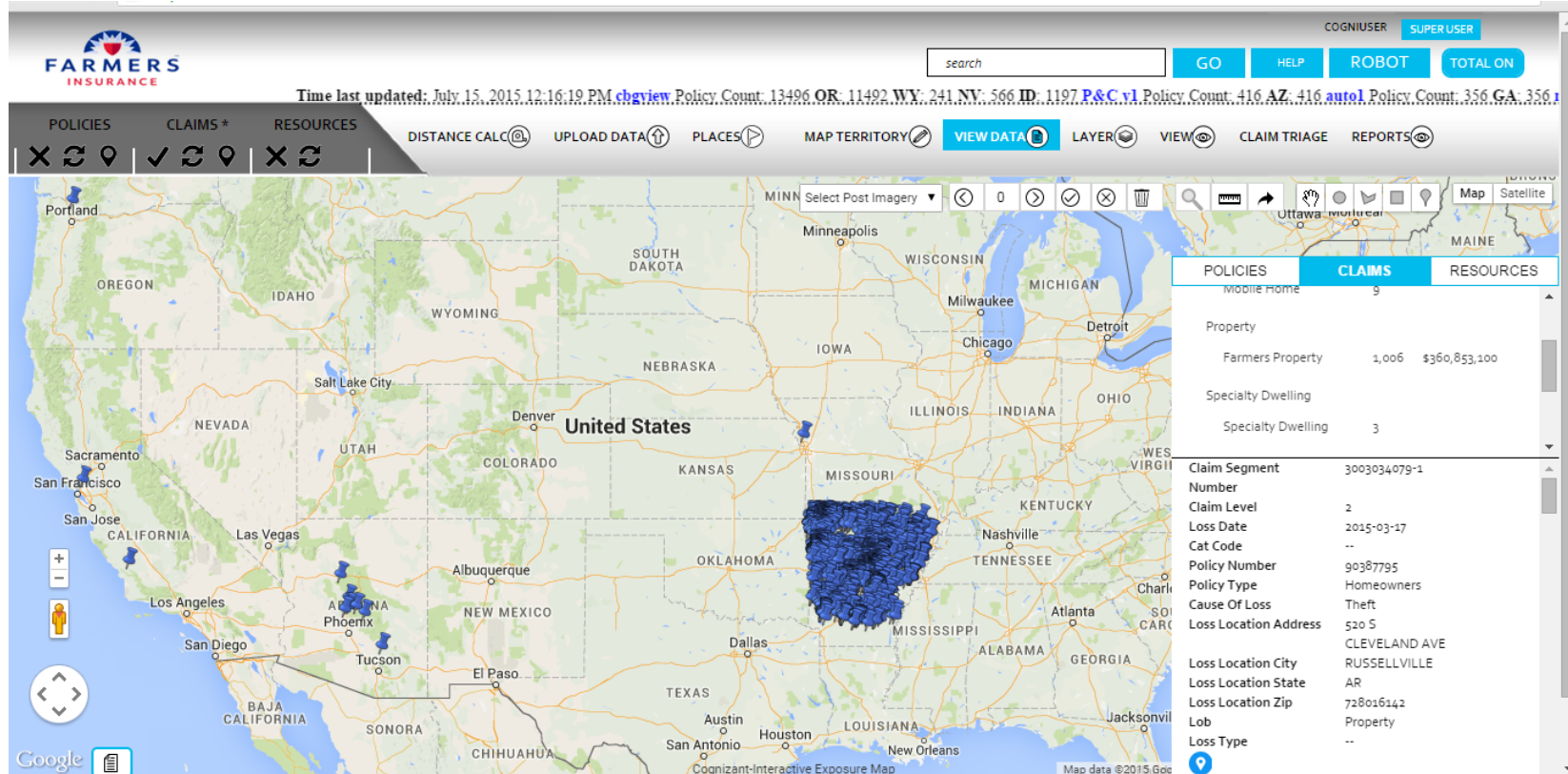
1. Follow the same process to “save view”
2. The user checks the “Create link for e-playbook” option and click “Save” button.



3. A pop-up appears showing “View created successfully” and e-playbook link is also generated.



4. This link can be shared with the communications team to share with all users on e-playbook. There is also an automated email triggered with the associated policy/claims count to the communications team.
5. The link generated allows all users (including public users) to view the saved view on a URL. The privileges linked to this URL are based on the associated role of the user



Time last updated: July 15, 2015 12:16:10 PM [chview](#) Policy Count: 13406 OR: 11492 WY: 241 NY: 566 ID: 1197 P&C v1 Policy Count: 416 AZ: 416 autol Policy Count: 356 GA: 356

POLICIES CLAIMS * RESOURCES

CLAIMS

Policy	Property	Specialty Dwelling
Mobile Home	9	
Farmers Property	1,006	\$360,853,100
Specialty Dwelling	3	

Claim Segment Number 3003034079-1

Claim Level 2

Loss Date 2015-03-17

Cat Code --

Policy Number 90387795

Policy Type Homeowners

Cause Of Loss Theft

Loss Location Address 520 S CLEVELAND AVE RUSSELLVILLE AR 728016142

Loss Location City RUSSELLVILLE

Loss Location State AR

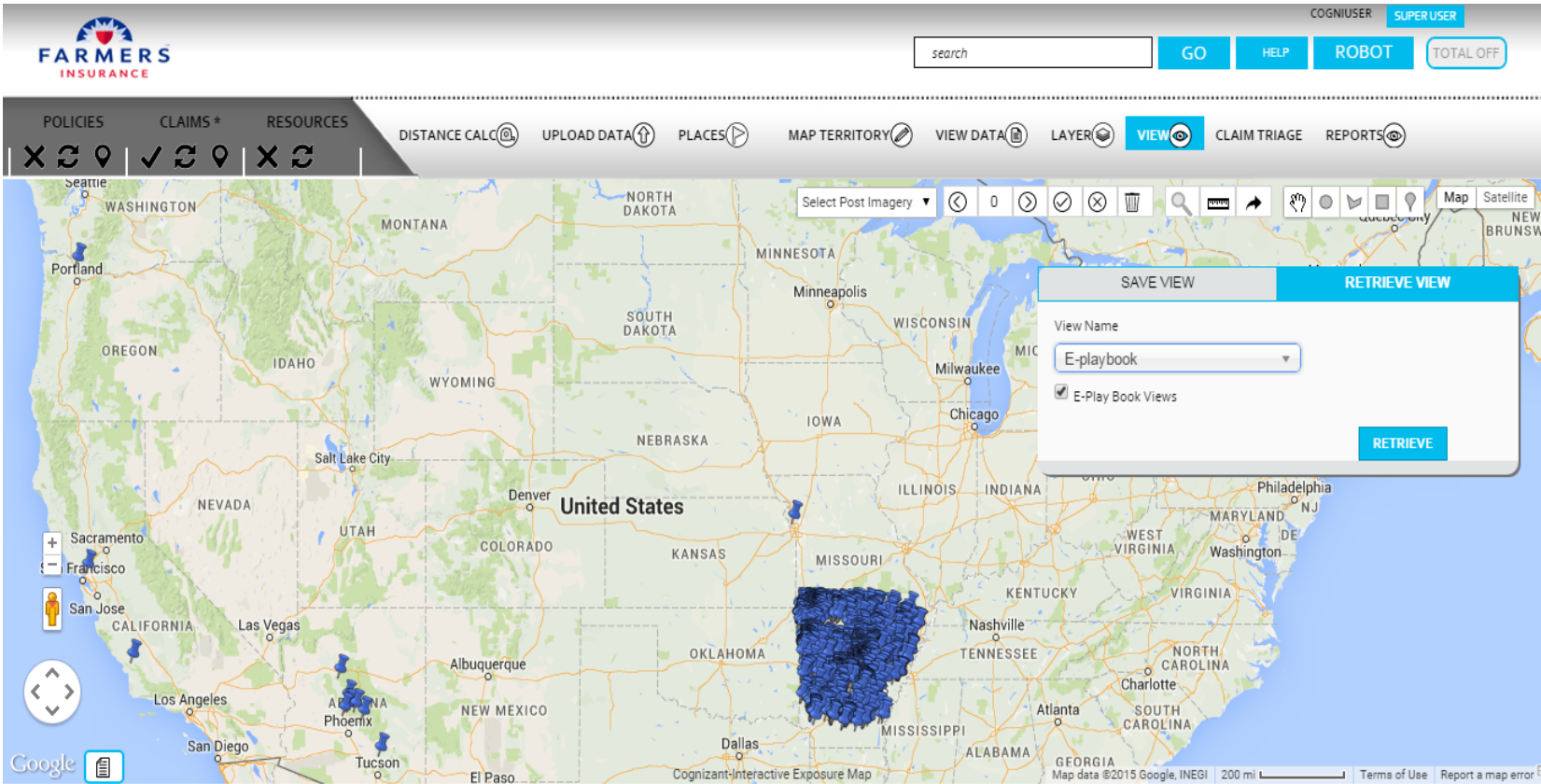
Loss Location Zip 728016142

Lob Property

Loss Type --

Retrieve e-playbook view:

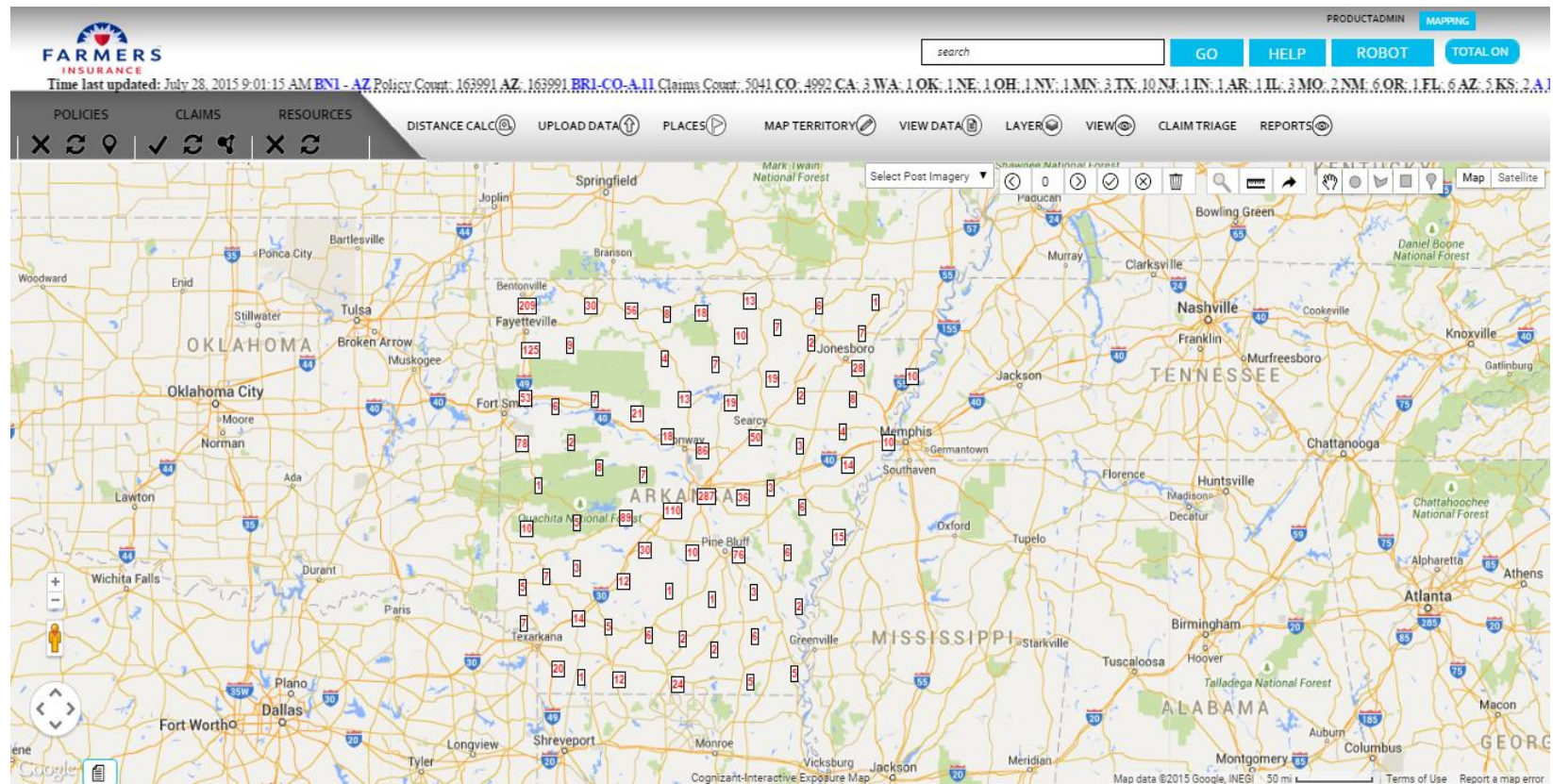
1. The user can retrieve a saved view from this tab.
2. The user clicks on "Choose tag" & "View name"
3. On checking the "E-Play Book Views" option, the user can see the number of views created generated for a particular view.
4. The user can choose to stop the e-playbook emails from being sent by unchecking the e-playbook option while editing a view. This would not make the URL inactive but only stop the details (incoming claims) from being updated in the view



Display totals

The user will also be able to view claims count split as a scroll on the top of the map. This can be used as a ready reckoner on the count of claims/underlying PIF during CAT events.

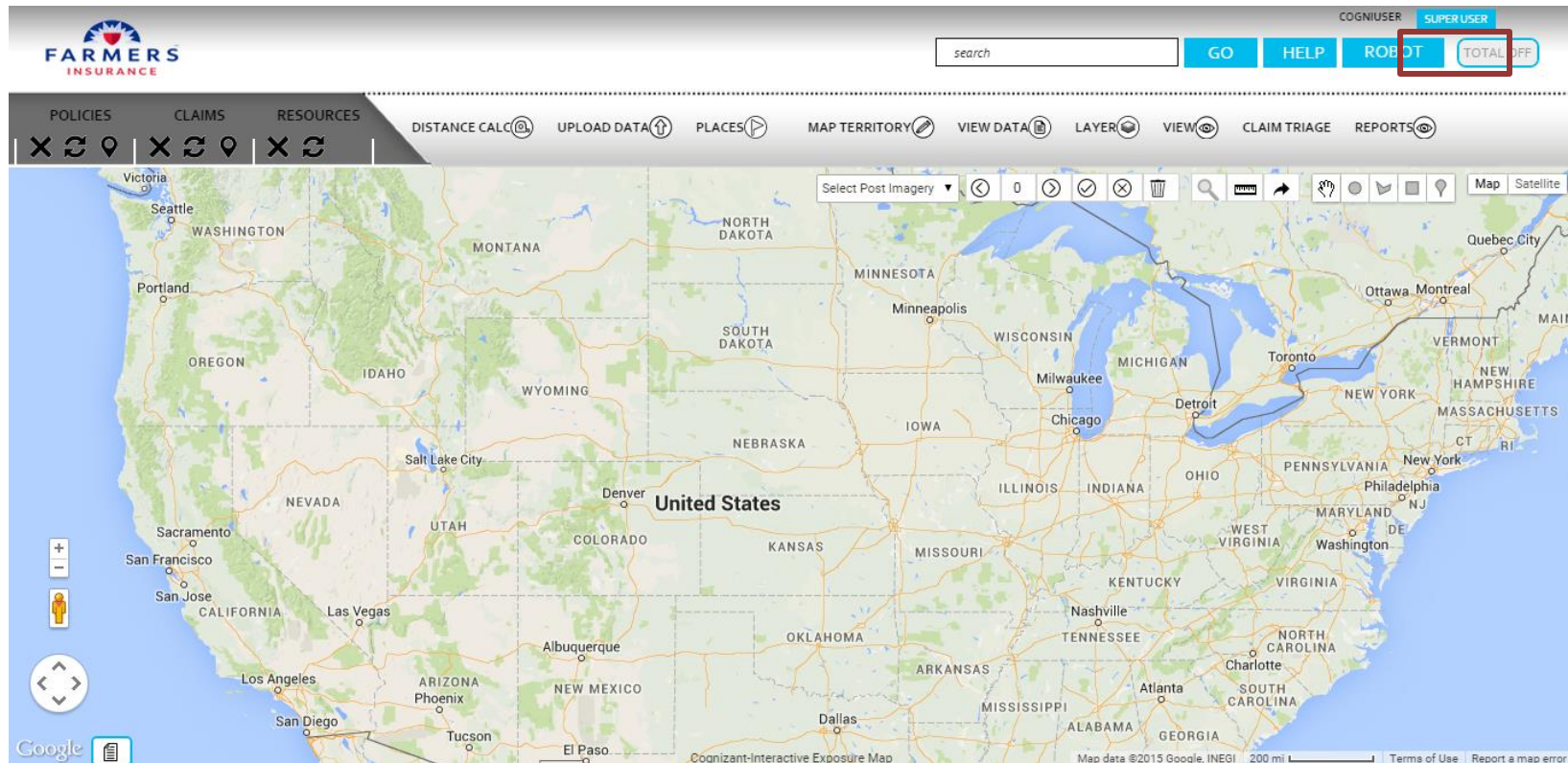
1. The process to activate a view to display totals is linked to “create link for eplaybook”. This option also activates the view to display totals on the top of the screen. The ability to stop the view to display totals is also controlled through the e-playbook option
2. The user will also have an option to toggle on/off the scroll on the top of the screen using the total on/off button on the top right of the application



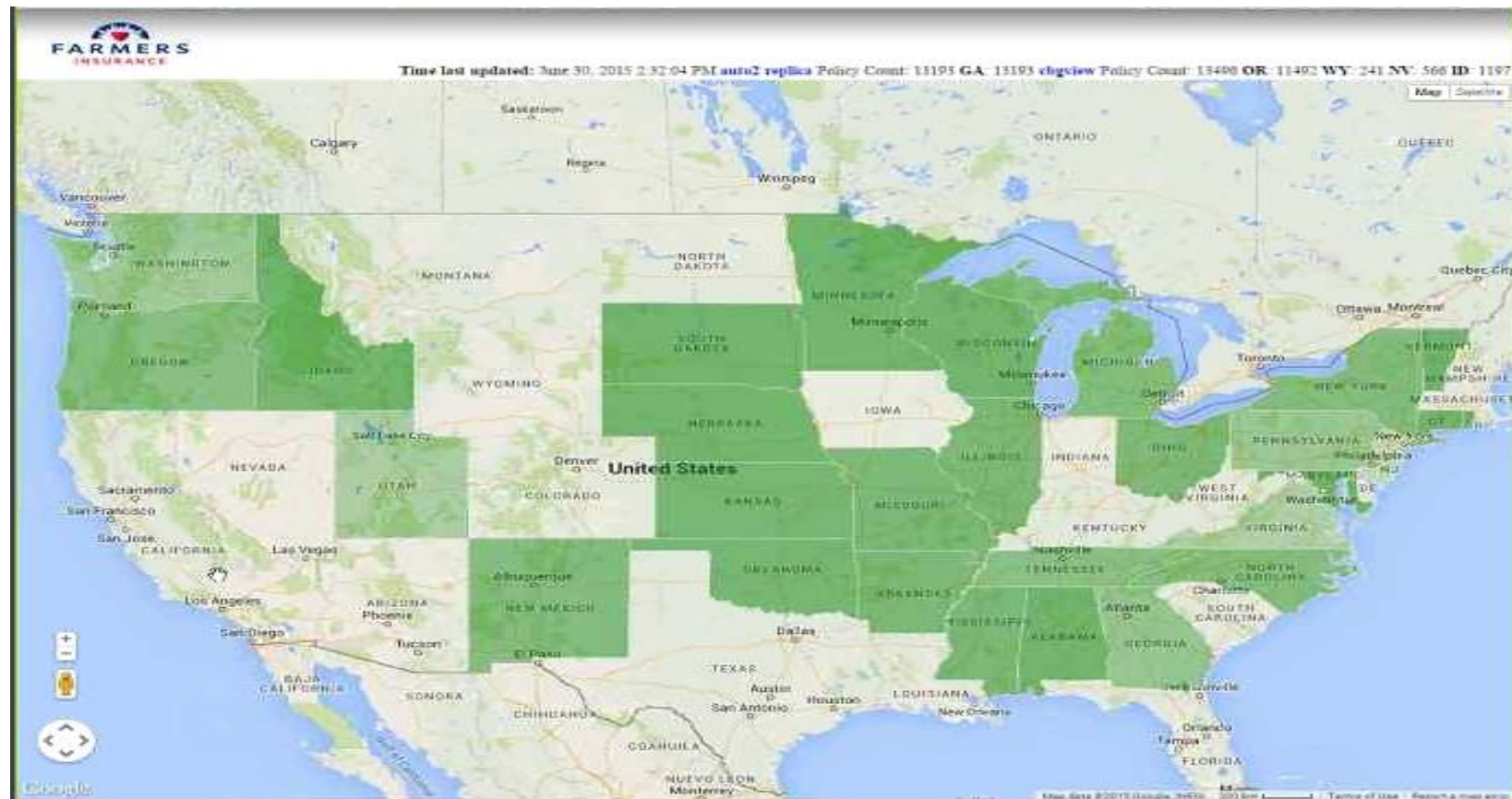
Robot view and Automated Notifications

Robot view is used to identify any aberrancy in claims pattern through Impact based on state wide thresholds to identify states that are witnessing rapid intake of claims (in the last hour)

1. Click on “Robot” on top right corner of the application to trigger the view.



2. An automated view opens and the user can see the state-level heat map view that gets updated every 15 mins.
3. The states are shown in red, green and amber colors based on state level thresholds set in the system



4. The view periodically zooms into:
 - a) Red color states (states with high claims volumes in T-2 days)
 - b) the states that are blinking (states with high incoming claims in the last hour)
5. on zoom in, the user is shown a cluster based view of the claims volume
6. Running totals will be displayed in the Robot View.
7. Automatic notifications (email) will be sent to identified user groups based on the spike in claims volume.

Reports

The user will be able to view any type of report using the “Reports” tab. The following types of reports can be created by the user:

1. Peril layer report
2. Report based on displayed territories
3. Report based on uploaded files
4. Combined coast distance report
5. Other reports

Peril Layer report

This report is based on the filtered policies /claims for territories on map and is used to create a report based on any of peril feeds available in the system. This data overlaid on the map may be linked to a “view” or it could be data overlaid on the map

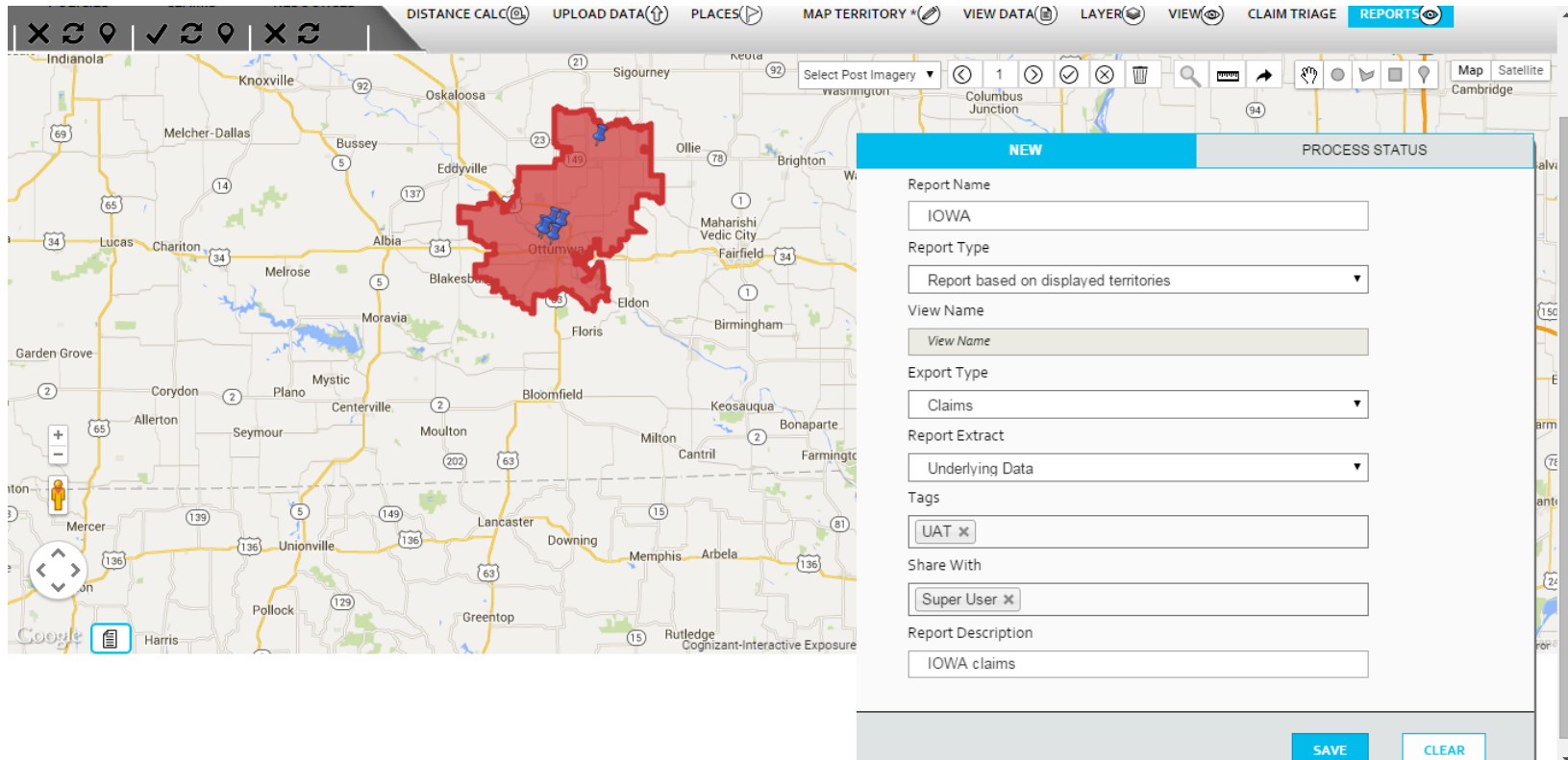
1. Click on “Reports” menu.
2. Click “New tab”
3. Type “Report name”
4. Select “Peril Layer Report” from “Report Type” dropdown
5. Select the relevant details from the following dropdown fields:
 - Export type
 - Report Extract
 - Tags
 - Share with
6. Type “Report description” and click save to run the report.
7. If the data on the map is not linked to a view the user will be shown a message indicating that the user would need to save the data as a view if the intent is to re-run the report in the future.

Note: Please note that the system will perform checks to ensure that a peril layer is available and valid before running the report. For e.g. if the user selects report based on MMI bands, the system will check to ensure an earthquake layer is overlaid on the map

Report based on displayed territories

This report is generated based on the filtered peril layers on map.

1. Click on “Reports” menu.
2. Click “New tab”
3. Type “Report name”
4. Select “Report based on displayed territories” from “Report Type” dropdown
5. Select the relevant details from the following dropdown fields:
 - Export type
 - Report Extract
 - Tags
 - Share with

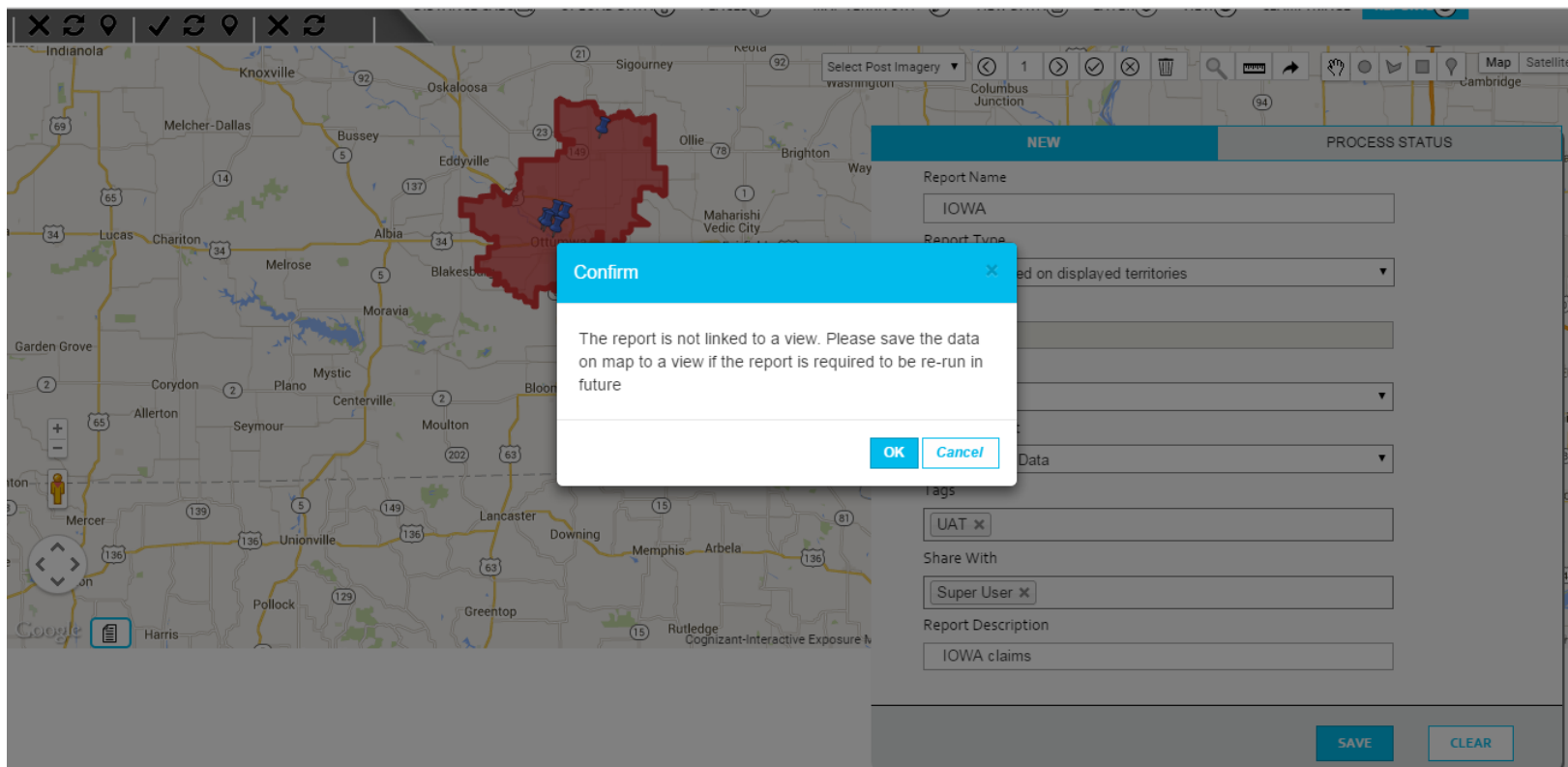


The screenshot displays the Farmers Impact Solution interface. On the left, a map of Iowa is shown with a red-shaded territory in the central part of the state. The map includes various towns and highways. On the right, a form titled "NEW" is open, allowing users to create a new report. The form fields are as follows:

- Report Name:** IOWA
- Report Type:** Report based on displayed territories
- View Name:** View Name
- Export Type:** Claims
- Report Extract:** Underlying Data
- Tags:** UAT
- Share With:** Super User
- Report Description:** IOWA claims

At the bottom right of the form, there are "SAVE" and "CLEAR" buttons.

6. Type “Report description” and hit save to run the report
7. If the data on the map is not linked to a view the user will be shown a message indicating that the user would need to save the data as a view if the intent is to re-run the report in the future.



8. The user can either link it to a view or save the one –time run of report

Note: Please note that the system will perform checks to ensure that a territory is available before running the report.

The screenshot displays the 'NEW' report form in the application. The form includes the following fields and options:

- Report Name:** IOWA
- Report Type:** Selected on displayed territories
- Claims:** (dropdown menu)
- Report Extract:** Underlying Data
- Tags:** UAT
- Share With:** Super User
- Report Description:** IOWA claims

A 'Success' dialog box is overlaid on the form, indicating that the report was saved successfully. The background shows a map of Iowa with a red shaded area representing the report's territory.

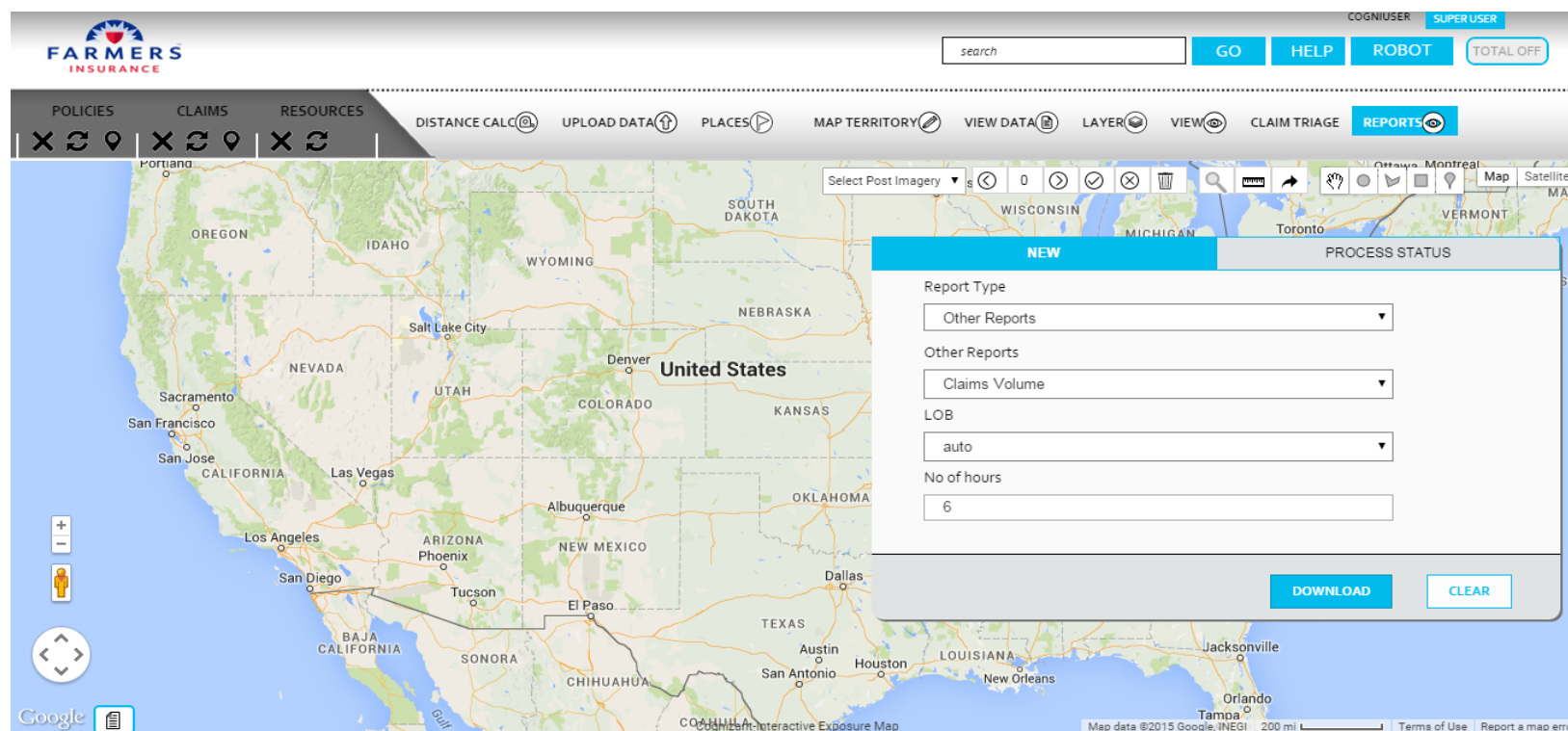
Report based on uploaded KMLS:

This type of report is generated from the uploaded KML files. The process of creating this reports is very similar to the territories creation process.

Other reports

These type of reports are primarily one-time run reports created to assess claims volume, staffing, geocoding errors etc.

1. Click on “Reports” menu.
2. Click “New tab”
3. Select “Other Reports” from “Report Type” dropdown
4. Select the report needed from “Other Reports” dropdown
5. Enter the details as applicable for each report

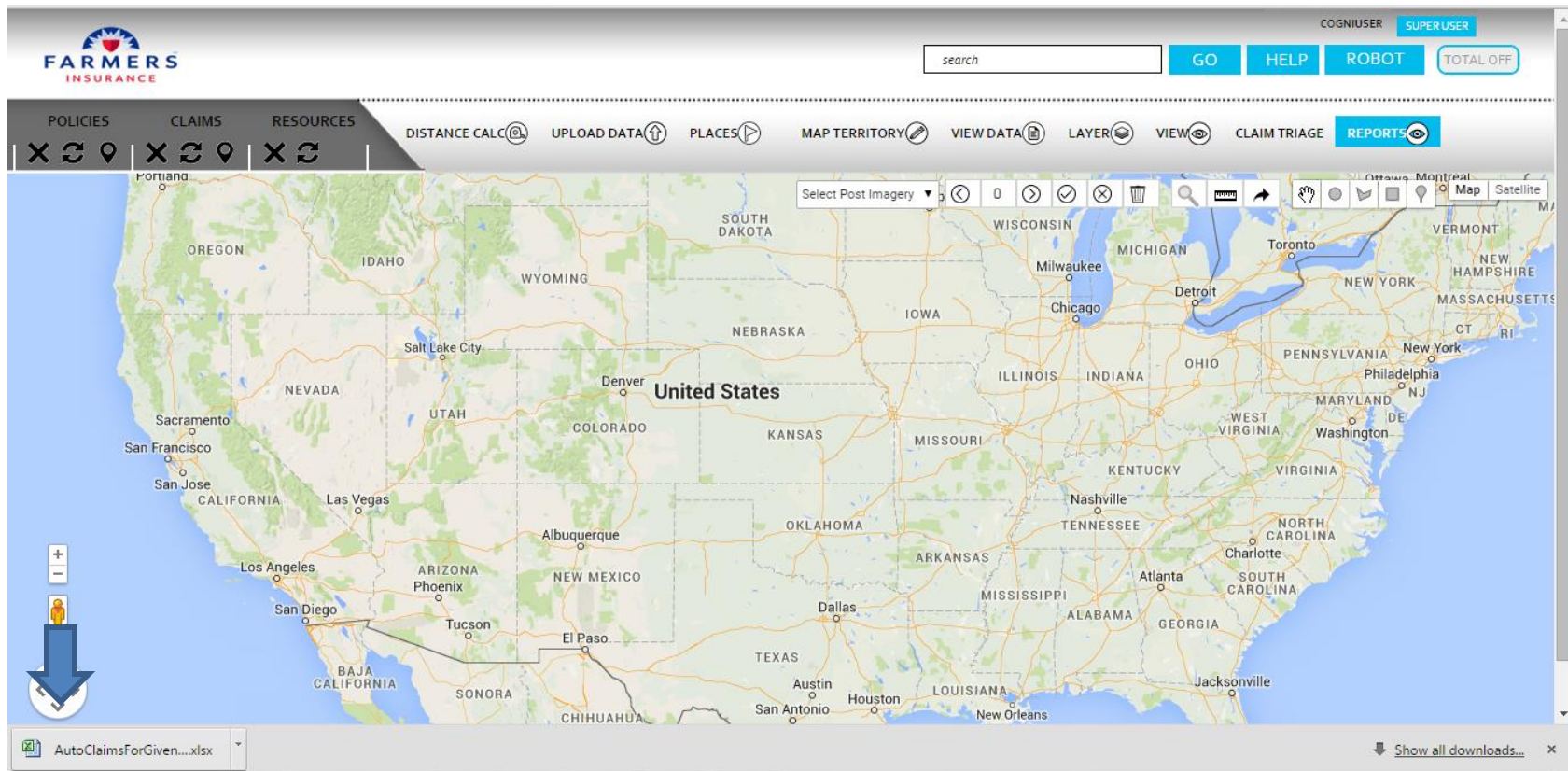


The screenshot displays the Farmers Insurance web application interface. At the top, there is a search bar and navigation buttons: GO, HELP, ROBOT, and TOTAL OFF. Below this is a menu bar with options: POLICIES, CLAIMS, RESOURCES, DISTANCE CALC, UPLOAD DATA, PLACES, MAP TERRITORY, VIEW DATA, LAYER, VIEW, CLAIM TRIAGE, and REPORTS. The REPORTS menu is highlighted. A map of the United States is visible in the background. Overlaid on the map is a 'NEW' report creation form. The form has two tabs: 'NEW' (selected) and 'PROCESS STATUS'. The 'NEW' tab contains the following fields:

- Report Type: Other Reports (dropdown menu)
- Other Reports: Claims Volume (dropdown menu)
- LOB: auto (dropdown menu)
- No of hours: 6 (text input field)

At the bottom of the form are two buttons: DOWNLOAD and CLEAR. The bottom of the screen shows a Google map interface with a scale bar and copyright information.

6. The report gets downloaded in excel format.



Process status

The user can click on the “Process status” tab to track the progress, view and re-run reports.

1. Enter any of the following criteria and click “Apply” to view the required file upload status
 - Report Name
 - View Name
 - Tags
 - Report Type

▪ Peril Type

2. The “Status” column shows the status of each report downloaded and may read:

Complete –Downloaded successfully

Pending- Report is getting generated for the filtered policies/claims territory

The screenshot displays the Farmers Insurance IEM web application interface. At the top, there is a search bar and navigation buttons: GO, HELP, ROBOT, and TOTAL OFF. Below this is a menu bar with tabs for POLICIES, CLAIMS, and RESOURCES, each with a refresh icon. A secondary menu bar includes various tools: DISTANCE CALC, UPLOAD DATA, PLACES, MAP TERRITORY, VIEW DATA, LAYER, VIEW, CLAIM TRIAGE, and REPORTS (which is highlighted). The main area features a map of the United States with state names and major cities labeled. On the right side, a 'PROCESS STATUS' panel is open, showing search filters and a table of report statuses.

Search By

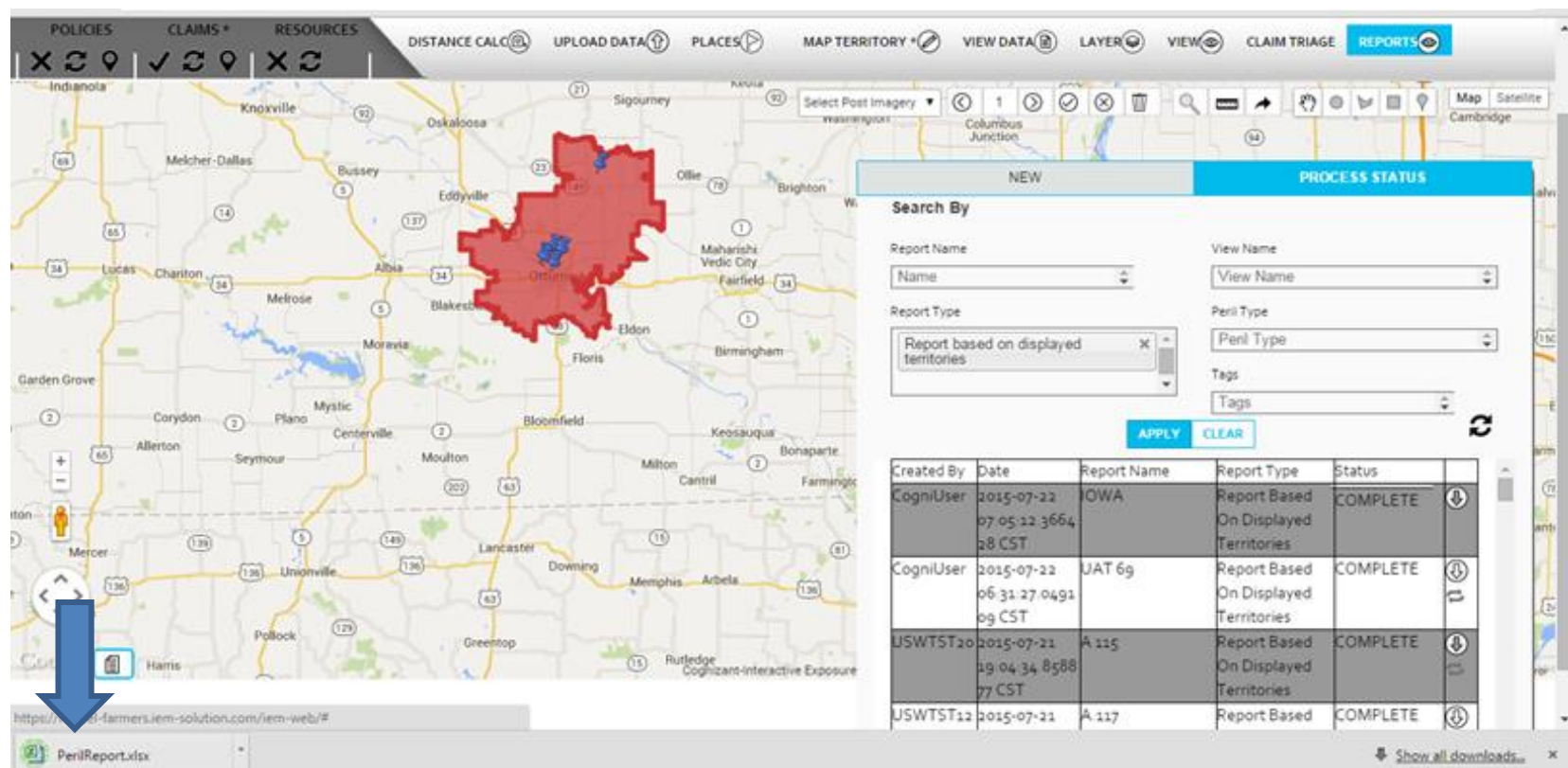
Report Name: Detailed UAT for Territory - Claims
View Name: View Name
Report Type: Other Reports
Tags: cat
Peril Type: Peril Type

Table:

Created By	Date	Report Name	Report Type	Status	
USWTST18	2015-07-21 23:48:30.929054 CST	UAT 57	Peril Layer Report	COMPLETE	Download
USWTST18	2015-07-21 21:12:45.009212 CST	UAT 69	Peril Layer Report	COMPLETE	Download
USWTST18	2015-07-21	UAT 69	Peril Layer	COMPLETE	Rerun Report

3. The last column has a  button that helps to download the report again &  Icon is used to rerun the report and show the data on the map
4. “Clear” button is used to clear the filters
5.  can be used to re-run a report and will be available only for reports that were run with an existing view as base

Note: This tab is common in function for all type of reports



The screenshot displays the Farmers Impact Solution web application. The top navigation bar includes tabs for POLICIES, CLAIMS, and RESOURCES, along with various tool icons like DISTANCE CALC, UPLOAD DATA, PLACES, MAP TERRITORY, VIEW DATA, LAYER, VIEW, CLAIM TRIAGE, and REPORTS. The main area is split into a map on the left and a report management panel on the right. The map shows a red-shaded region in central Iowa. The report panel on the right has a 'NEW' tab and a 'PROCESS STATUS' tab. Under 'PROCESS STATUS', there's a 'Search By' section with filters for Report Name, View Name, Report Type, Peril Type, and Tags. Below the filters are 'APPLY' and 'CLEAR' buttons. A table lists generated reports with columns for Created By, Date, Report Name, Report Type, and Status. Each row has a download icon and a refresh icon in the final column.

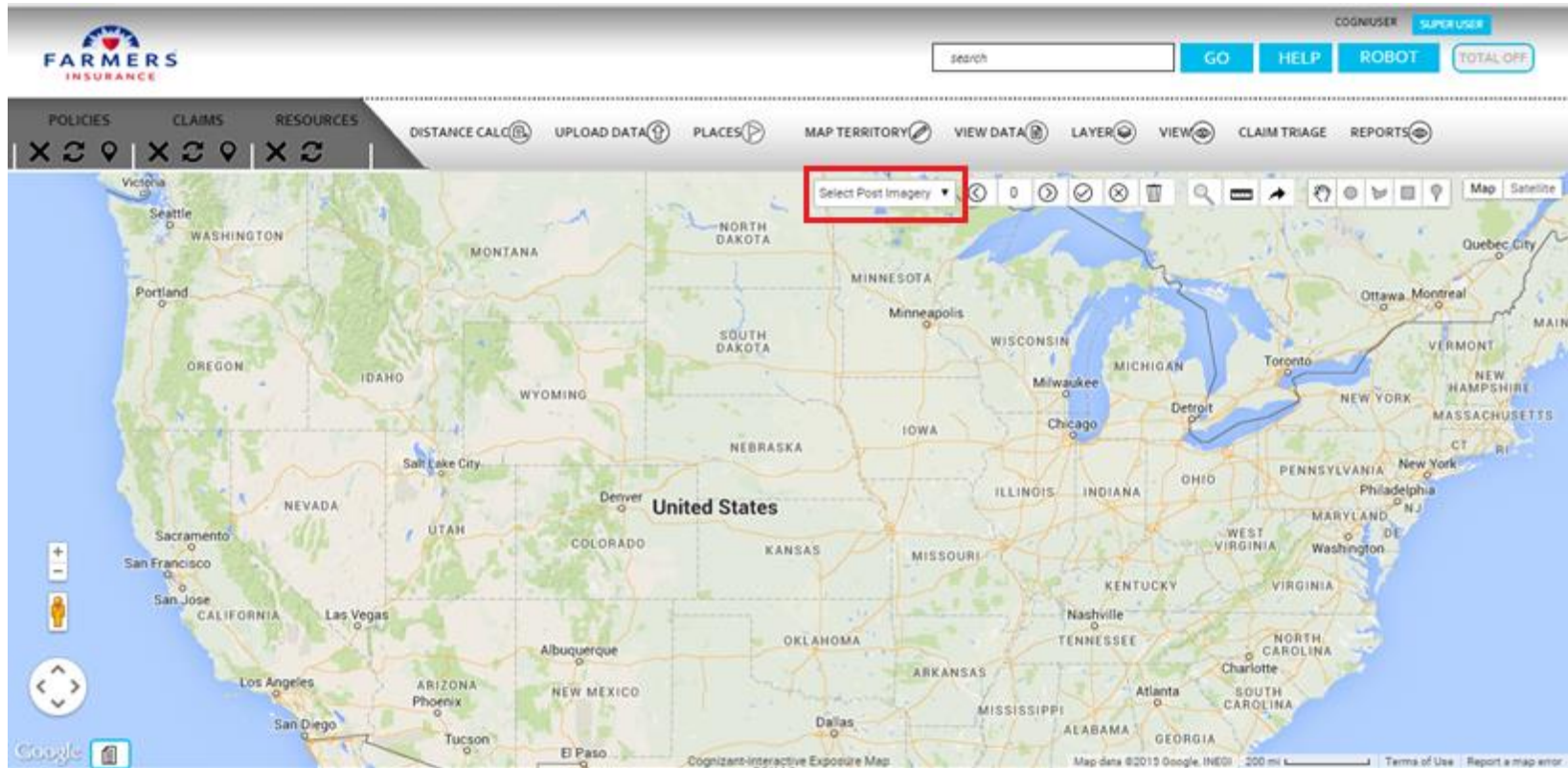
Created By	Date	Report Name	Report Type	Status	
CogniUser	2015-07-22 07:05:12 3664 28 CST	IOWA	Report Based On Displayed Territories	COMPLETE	 
CogniUser	2015-07-22 06:31:27 0491 09 CST	JAT 69	Report Based On Displayed Territories	COMPLETE	 
USWTST20	2015-07-21 19:04:34 8588 77 CST	A 115	Report Based On Displayed Territories	COMPLETE	 
USWTST12	2015-07-21	A 117	Report Based	COMPLETE	 

At the bottom left, a blue arrow points to a download icon in the map area, and a file named 'PerilReport.xlsx' is shown in the browser's download bar. A 'Show all downloads...' link is at the bottom right.

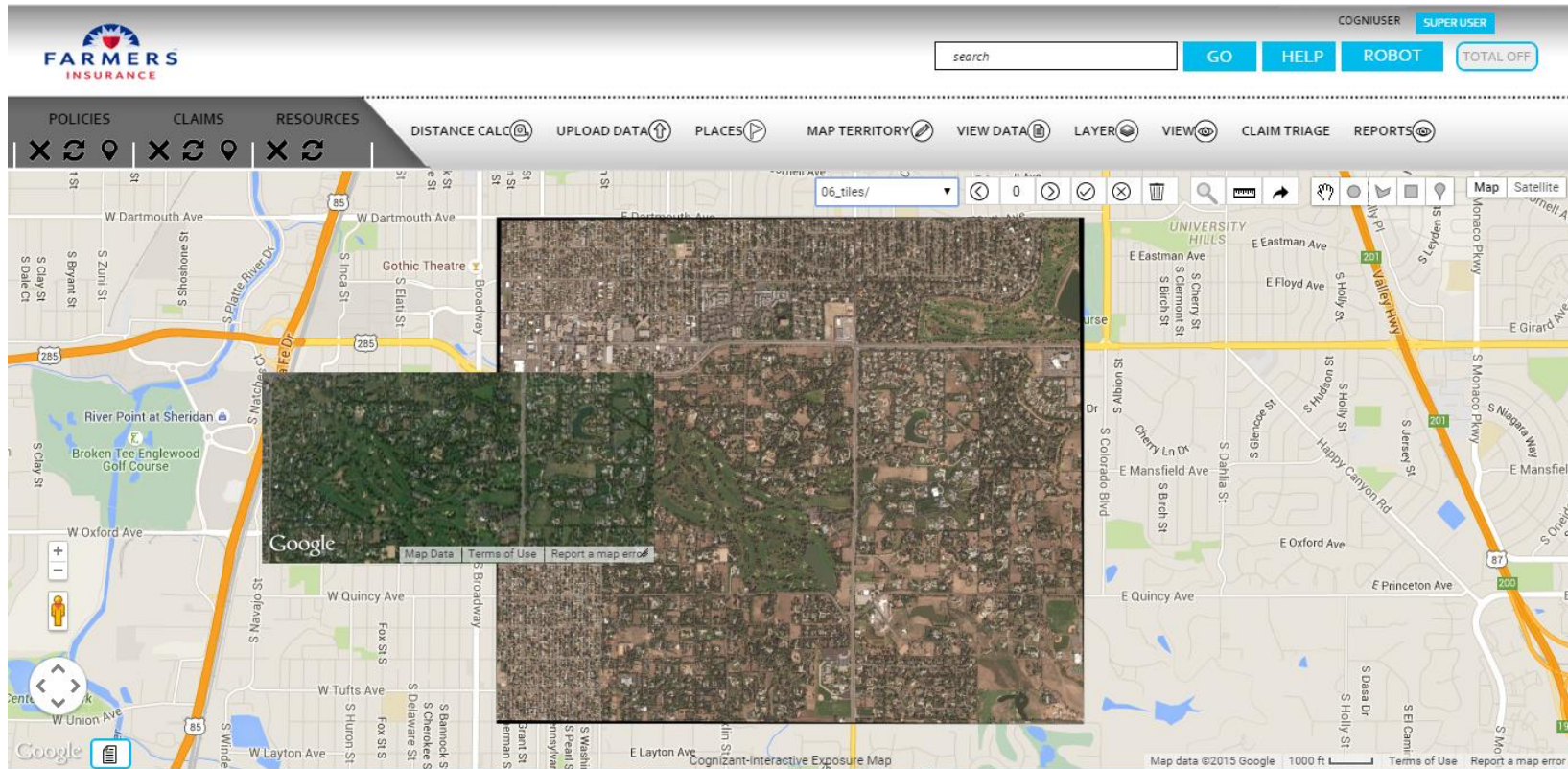
Pre and Post Imagery

The Post imagery dropdown available in the Impact application is used to view the disaster impacted regions.

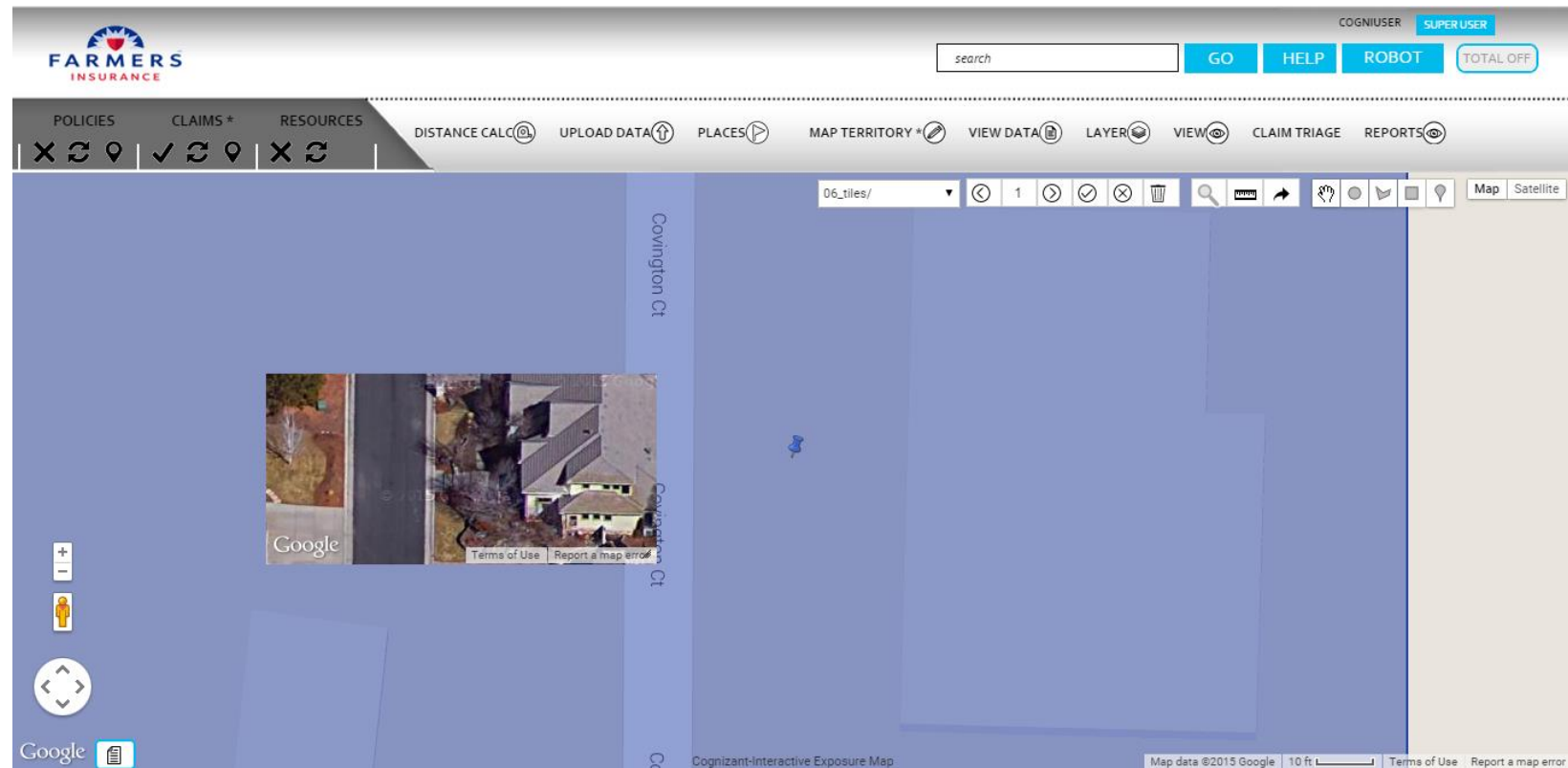
1. The user uploads the disaster-related images into the system.
2. The “Post imagery” dropdown displays the names of uploaded images to be viewed on map.



3. On selecting a particular image, Impact shows a split screen with the same image and the pre-imagery satellite view of the same location before disaster.



4. The user can overlay policies/claims/data layers on the post disaster image and save the view/perform any other function on the same.



5. The user can also zoom in/zoom out of the post disaster image, based on which the pre-disaster image is also responsive on the screen.

COGNIUSER SUPER USER

GO HELP ROBOT TOTAL OFF

POLICIES CLAIMS RESOURCES

X ↺ X ↻ X ↺

DISTANCE CALC

UPLOAD DATA

PLACES

MAP TERRITORY

VIEW DATA

LAYER

VIEW

CLAIM TRIAGE

REPORTS

Map Satellite

D6_tiles/

Map Data Terms of Use Report a map error

Map Satellite

D6_tiles/

Map Data Terms of Use Report a map error

Map Satellite

D6_tiles/

Map Data Terms of Use Report a map error

Claims Triage:

This module can help the claims triage supervisor create a triage event and manage the workflow of claims triaging. This will also allow claims triage adjusters to document their findings, notes and decision on claims triage.

The below section describes key activities involved in managing a triage event by supervisor and adjusters

Create triage event (by Supervisor)

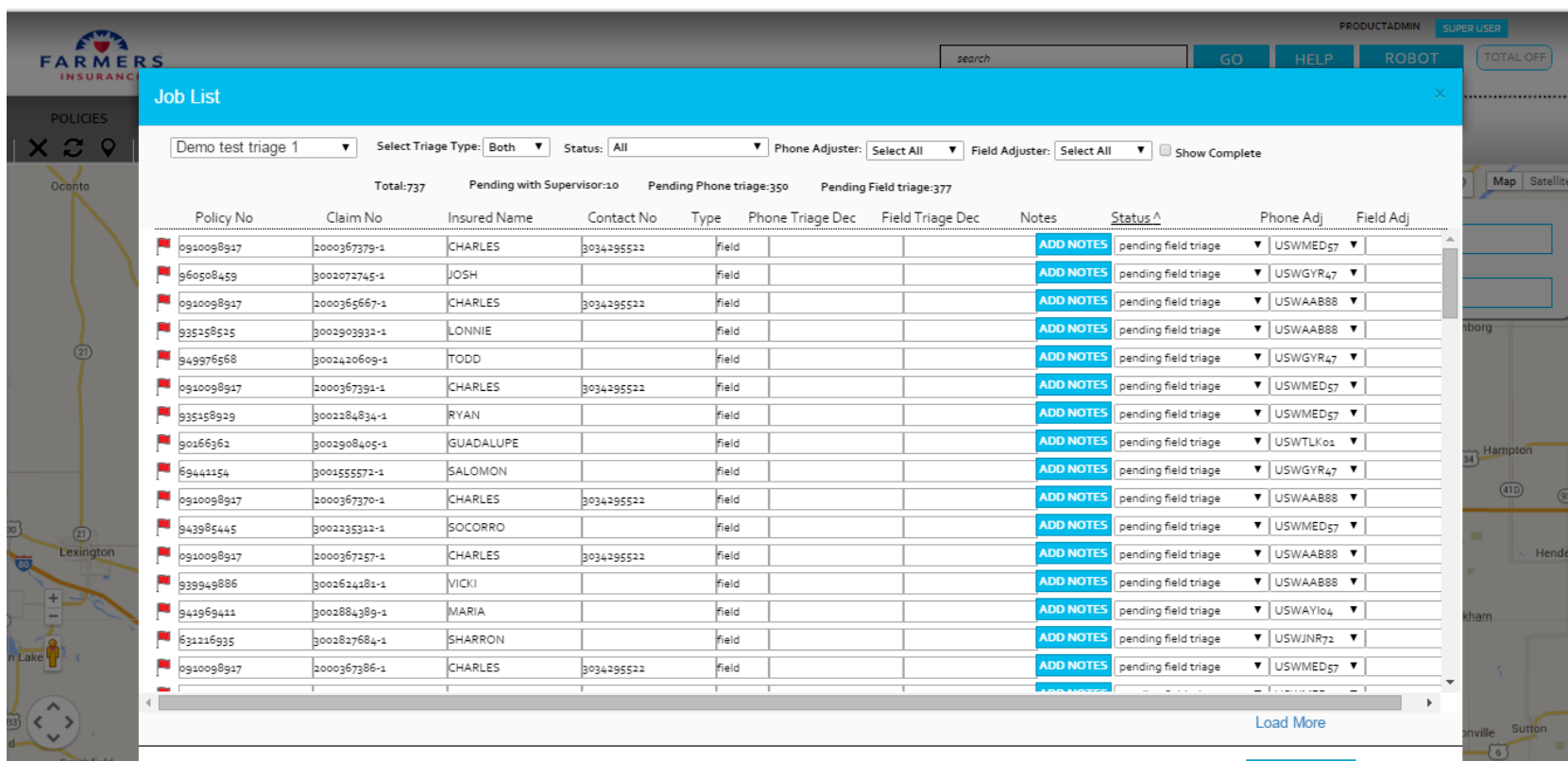
This functionality will help the claims supervisor create a claims triage event to perform phone or field triage. To do this, the supervisor will be required to:

1. Filter claims/policies criteria that need to be triaged
2. Create territories where triage is required
3. Filter adjusters that are candidates for triage adjusters
4. Drag and drop adjusters to the territories which they need to service. The system will pin these adjusters to the territories. The user can click on the flag at any time to view list of all adjusters who have been linked to the territory
5. The system will also indicate all adjusters that have been pinned in a separate indication to the user
6. The claims supervisor will click on the claims triage module and click on manage "Manage triage events". (note: This functionality will only be available to the claims supervisor role)
7. The user will be able to view all adjusters and all territories from the map on the list
8. The user can make any changes and add any adjusters (that are filtered) through the list
9. The user will then enter Triage event name, select assignment type (field/phone) and click create

View job list (all claims by claims supervisor)

The claims supervisor will be able to view all jobs assigned to the system and the total job list at any time:

1. The claims supervisor can click on the job list tab (under claims triage)
2. The user can then select assignment view name, triage type, status etc. to view details
3. All claims assigned by the system will be shown in list view to supervisor.
4. Note: in case of a phone triage, the distribution is done to balance workload while in case of field triage route and distance is taken into account while splitting claims across adjusters



Job List

Search: GO HELP ROBOT TOTAL OFF

PRODUCTADMIN SUPER USER

POlicIES

Demo test triage 1 Select Triage Type: Both Status: All Phone Adjuster: Select All Field Adjuster: Select All Show Complete

Total: 737 Pending with Supervisor: 10 Pending Phone triage: 350 Pending Field triage: 377

Policy No	Claim No	Insured Name	Contact No	Type	Phone Triage Dec	Field Triage Dec	Notes	Status	Phone Adj	Field Adj
0910098917	2000367379-1	CHARLES	3034295522	field			ADD NOTES	pending field triage	USWMED57	
060508459	3002072745-1	JOSH		field			ADD NOTES	pending field triage	USWGYR47	
0910098917	2000365667-1	CHARLES	3034295522	field			ADD NOTES	pending field triage	USWAAB88	
035258525	3002903932-1	LONNIE		field			ADD NOTES	pending field triage	USWAAB88	
049576568	3002420609-1	TODD		field			ADD NOTES	pending field triage	USWGYR47	
0910098917	2000367391-1	CHARLES	3034295522	field			ADD NOTES	pending field triage	USWMED57	
035158929	3002284834-1	RYAN		field			ADD NOTES	pending field triage	USWMED57	
00166362	30023908405-1	GUADALUPE		field			ADD NOTES	pending field triage	USWTLK01	
09441154	3001555572-1	SALOMON		field			ADD NOTES	pending field triage	USWGYR47	
0910098917	2000367370-1	CHARLES	3034295522	field			ADD NOTES	pending field triage	USWAAB88	
043985445	3002235312-1	SOCORRO		field			ADD NOTES	pending field triage	USWMED57	
0910098917	2000367257-1	CHARLES	3034295522	field			ADD NOTES	pending field triage	USWAAB88	
039949886	3002624181-1	VICKI		field			ADD NOTES	pending field triage	USWAAB88	
041969411	3002884389-1	MARIA		field			ADD NOTES	pending field triage	USWAY104	
031216935	3002827684-1	SHARRON		field			ADD NOTES	pending field triage	USWJNR72	
0910098917	2000367386-1	CHARLES	3034295522	field			ADD NOTES	pending field triage	USWMED57	

Load More

5. The claims supervisor will be able to view the claim details (or policy details if policies are being triaged) and also associated status (the status workflow is provided in section below) along with details on the phone and/or field adjuster the claim has been assigned to
6. The supervisor will be able to modify the status of the claim/policy at any time and also change the phone adjuster/field adjuster to whom the job has been assigned
7. A flag will indicate to the supervisor if any jobs have been pending for over a pre-determined time period
8. The supervisor will click on save the save any changes made

Performing phone triage (by phone triage adjuster)

1. The phone triage user will be required to select the event that is to be triaged
2. All jobs assigned to him will be shown

POLICIES
CLAIMS
RESOURCES

DISTANCE CALC
UPLOAD DATA
PLACES
MAP TERRITORY
VIEW DATA
LAYER
VIEW
CLAIM TRIAGE
REPORTS

MANAGE TRIAGE EVENTS
JOB LIST

Job List

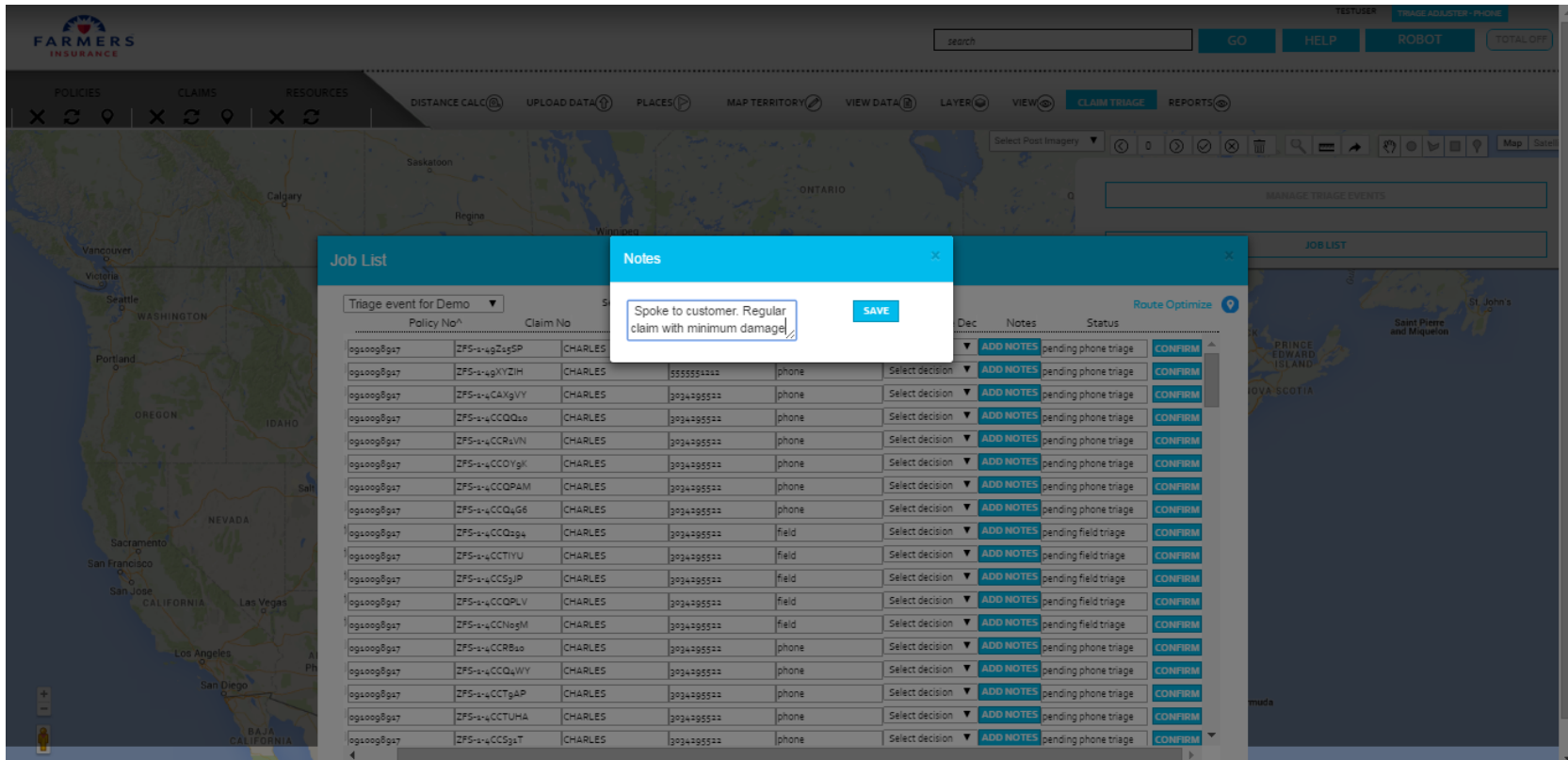
Triage event for Demo

Select Triage Type: Both
Total Assigned: 124

Route Optimize

Policy No*	Claim No	Insured Name	Contact No	Type	Triage Dec	Notes	Status
0910098947	ZFS-1-49Z155P	CHARLES	5555551211	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-49XZ1H	CHARLES	5555551211	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CAX1VY	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCQ1Q	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCR1VN	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCO1gK	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCOPAM	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCQ1G6	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCO1g4	CHARLES	2034195511	field	Select decision	ADD NOTES	pending field triage
0910098947	ZFS-1-4CCT1YH	CHARLES	2034195511	field	Select decision	ADD NOTES	pending field triage
0910098947	ZFS-1-4CC51JP	CHARLES	2034195511	field	Select decision	ADD NOTES	pending field triage
0910098947	ZFS-1-4CCO1LV	CHARLES	2034195511	field	Select decision	ADD NOTES	pending field triage
0910098947	ZFS-1-4CNO1gM	CHARLES	2034195511	field	Select decision	ADD NOTES	pending field triage
0910098947	ZFS-1-4CCRB10	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCQ14WY	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCT1gAP	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CCT14H	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage
0910098947	ZFS-1-4CC51J	CHARLES	2034195511	phone	Select decision	ADD NOTES	pending phone triage

1. The user will be able to enter notes, and enter triage decision

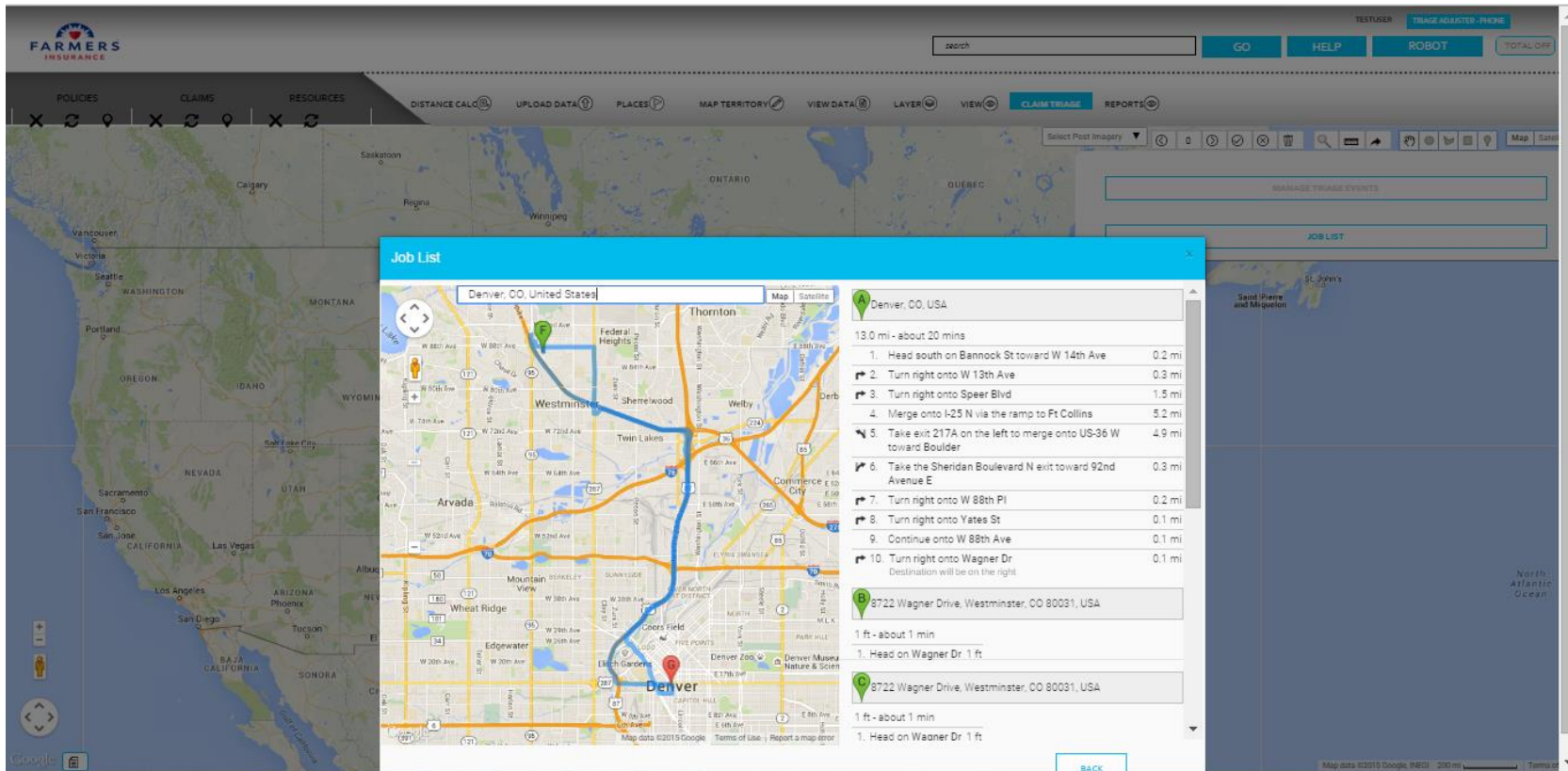


2. The user will then hit confirm to update decision
3. The job will change status to “pending supervisor approval” and leave the users basket. (Note: detailed view of workflow provided in section below)

Performing field triage (by field triage adjuster)

1. The user will be able to view all jobs assigned to him that need to be phone triaged. These claims have been assigned by system based on user proximity to the location
2. Similar to phone triage, the user will be able to enter notes and decision in the screen
3. The user will also be provided with a ‘Route Optimize’ option on the top left of the screen
4. To use route optimizer, the user will be able to select claims in the list and click on the route optimize button

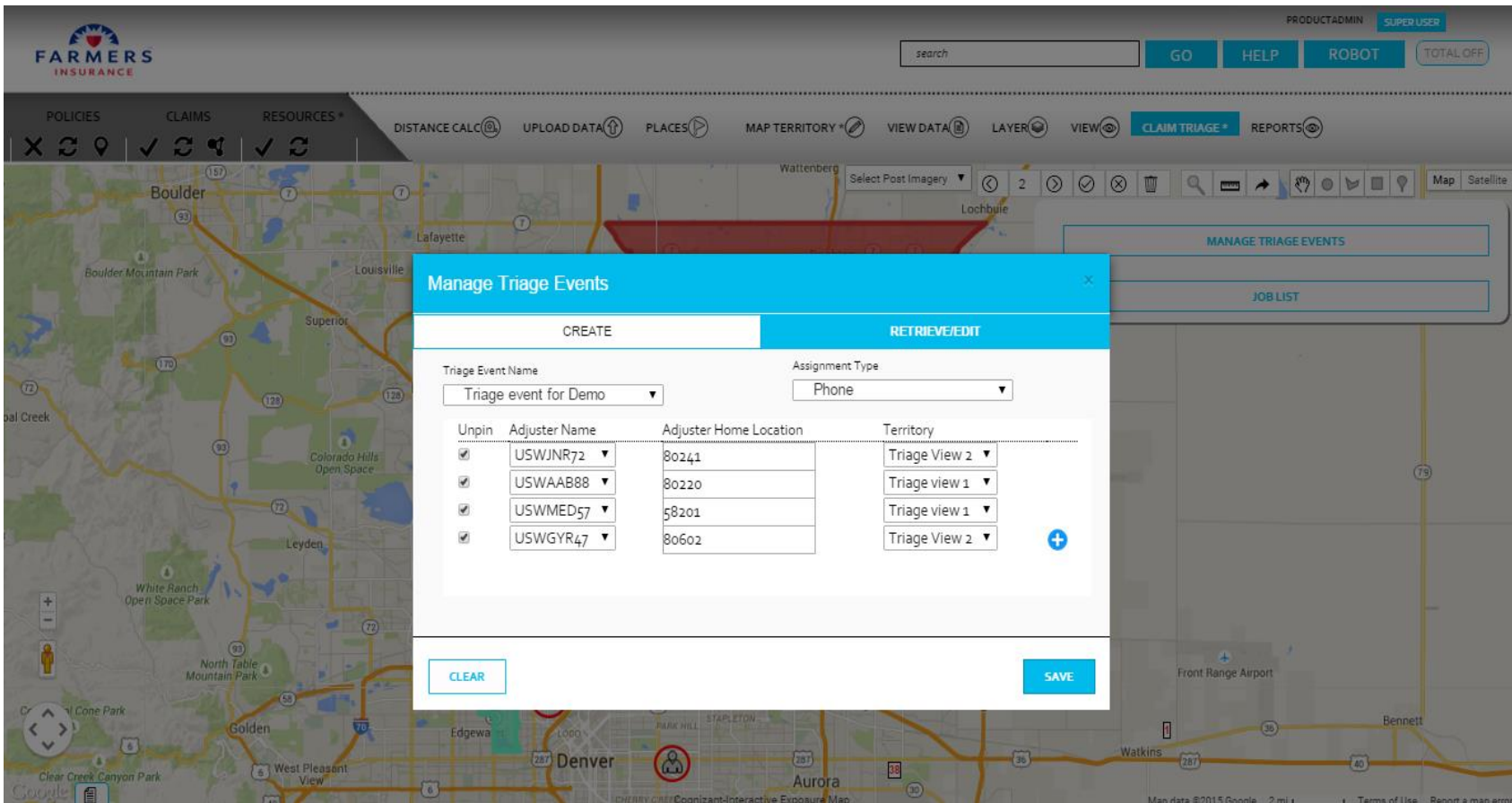
5. The system will show the optimal route to the user along with directions for drive-by



Retrieve/Manage territories (by claims triage supervisor):

The claims triage supervisor will have the ability to manage triage events that have been created. This includes the ability to edit territories, claims filters, adjusters for phone and field triage as well as marking event as complete (to stop claims/policy assignment)

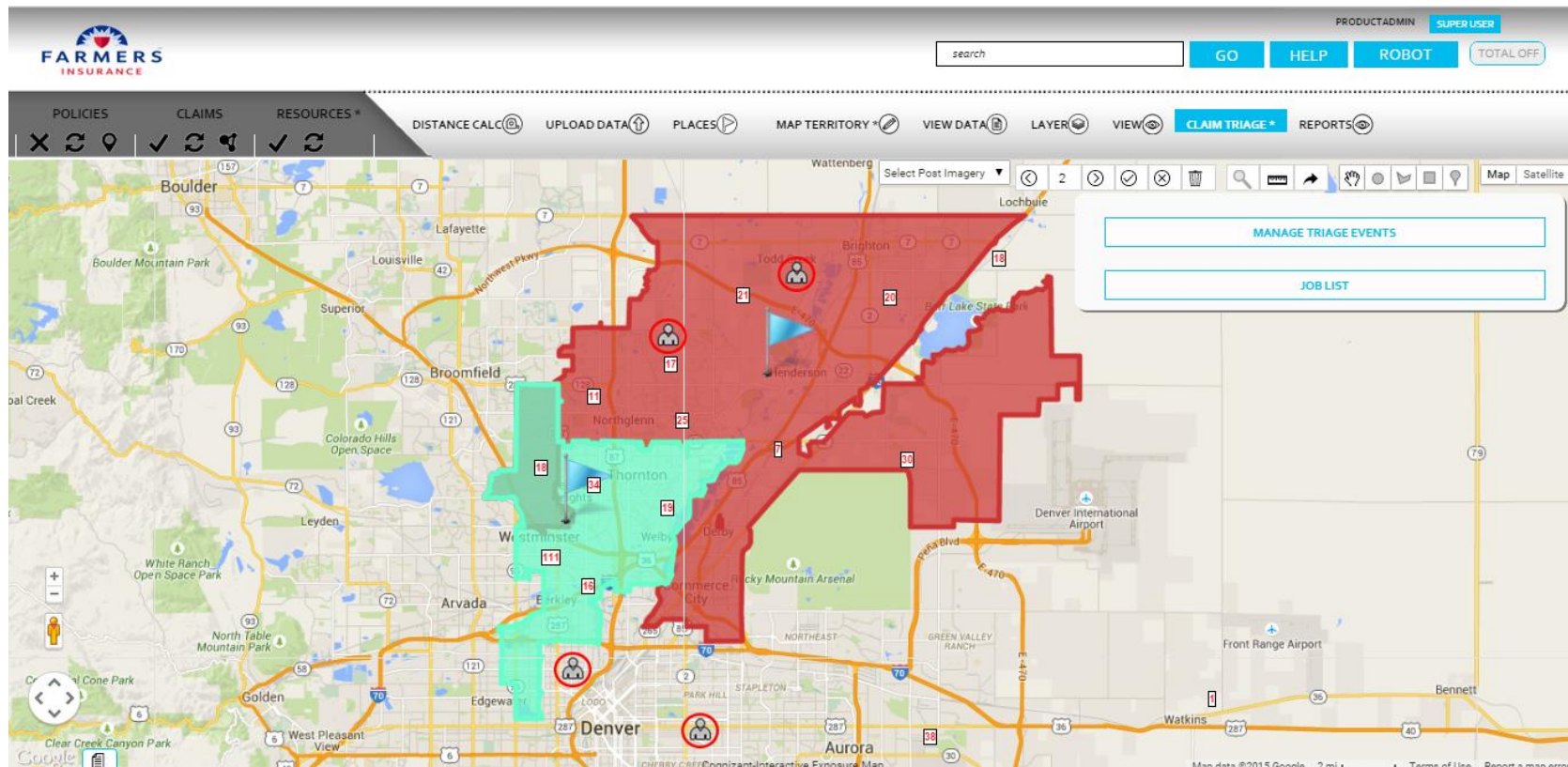
1. The user will click on the claims triage module and select manage triage events



The screenshot displays the Farmers Impact Solution web application interface. At the top, the Farmers Insurance logo is on the left, and a search bar with 'GO', 'HELP', 'ROBOT', and 'TOTAL OFF' buttons is on the right. Below the header is a navigation bar with tabs for POLICIES, CLAIMS, and RESOURCES. A secondary navigation bar contains various tools like DISTANCE CALC, UPLOAD DATA, PLACES, MAP TERRITORY, VIEW DATA, LAYER, VIEW, CLAIM TRIAGE*, and REPORTS. The main area shows a map of the Denver area with a red polygon overlaid. A 'Manage Triage Events' modal is open, featuring a 'CREATE' and 'RETRIEVE/EDIT' tab. The 'RETRIEVE/EDIT' tab is active, showing a form with 'Triage Event Name' (set to 'Triage event for Demo') and 'Assignment Type' (set to 'Phone'). Below this is a table with columns: Unpin, Adjuster Name, Adjuster Home Location, and Territory. The table lists four adjusters with their respective home locations and territories. A blue plus button is next to the last row. At the bottom of the modal are 'CLEAR' and 'SAVE' buttons.

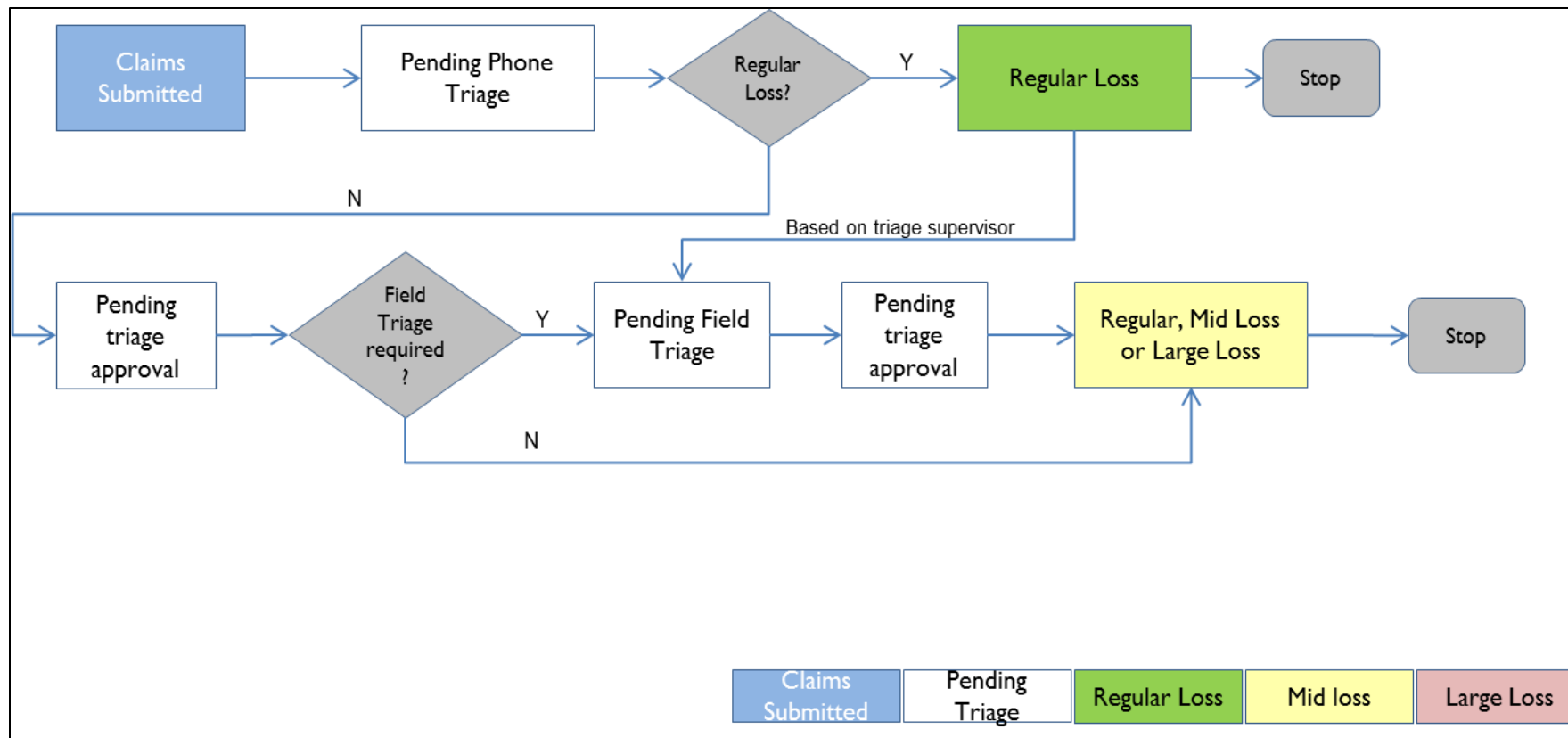
Unpin	Adjuster Name	Adjuster Home Location	Territory
☒	USWJNR72	80241	Triage View 2
☒	USWAAB88	80220	Triage view 1
☒	USWMED57	58201	Triage view 1
☒	USWGYR47	80602	Triage View 2

2. The user will enter the triage event name he wants to edit/modify
3. The triage event will be displayed on the map and associated adjusters and territories will be shown in a list view
4. The user will be able to modify the territories, adjusters or create new field/phone territories from data overlaid.



5. The user will be able to view any changes in the list view and be able to save the modified view

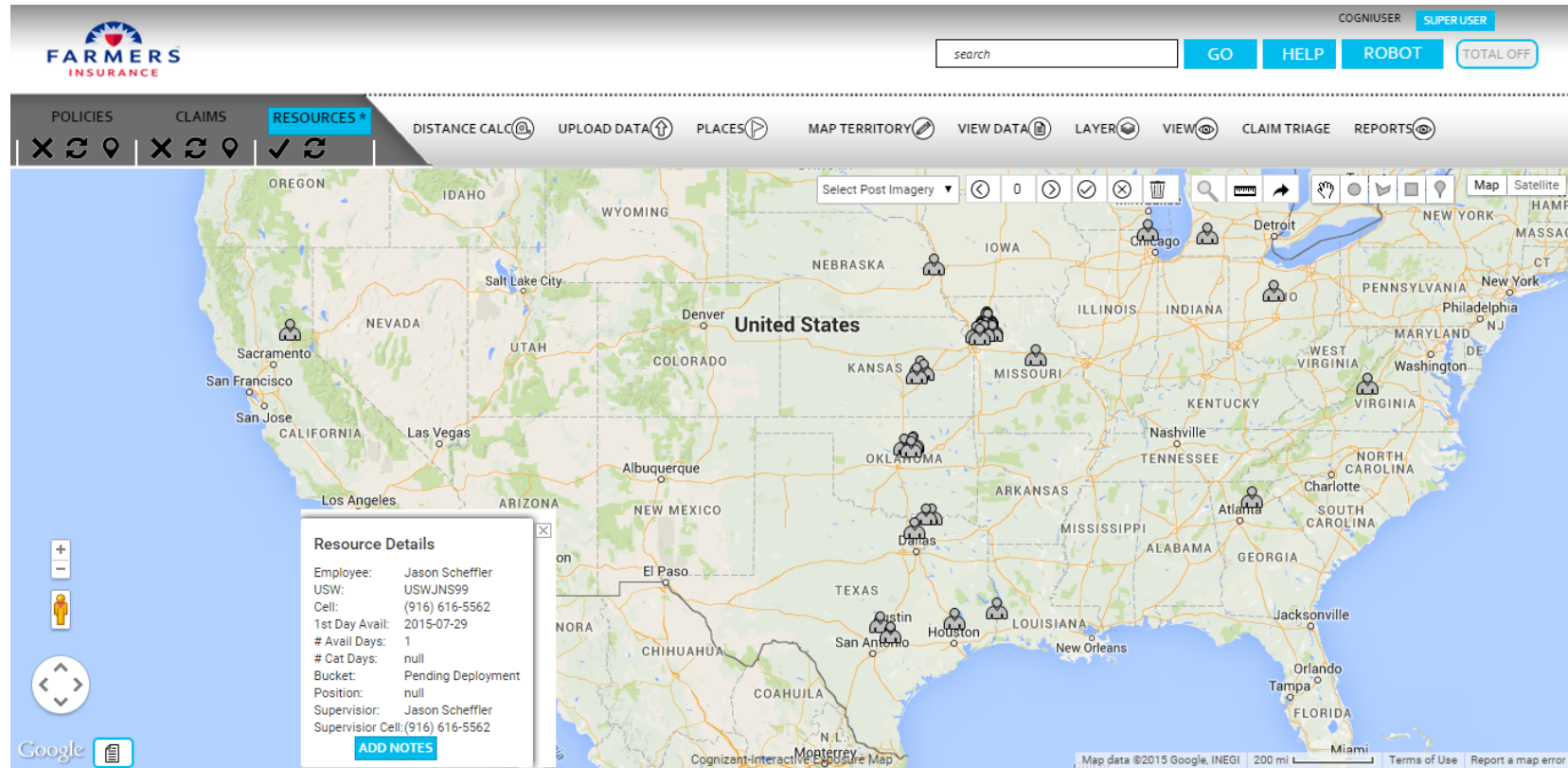
Workflow for claims triage:

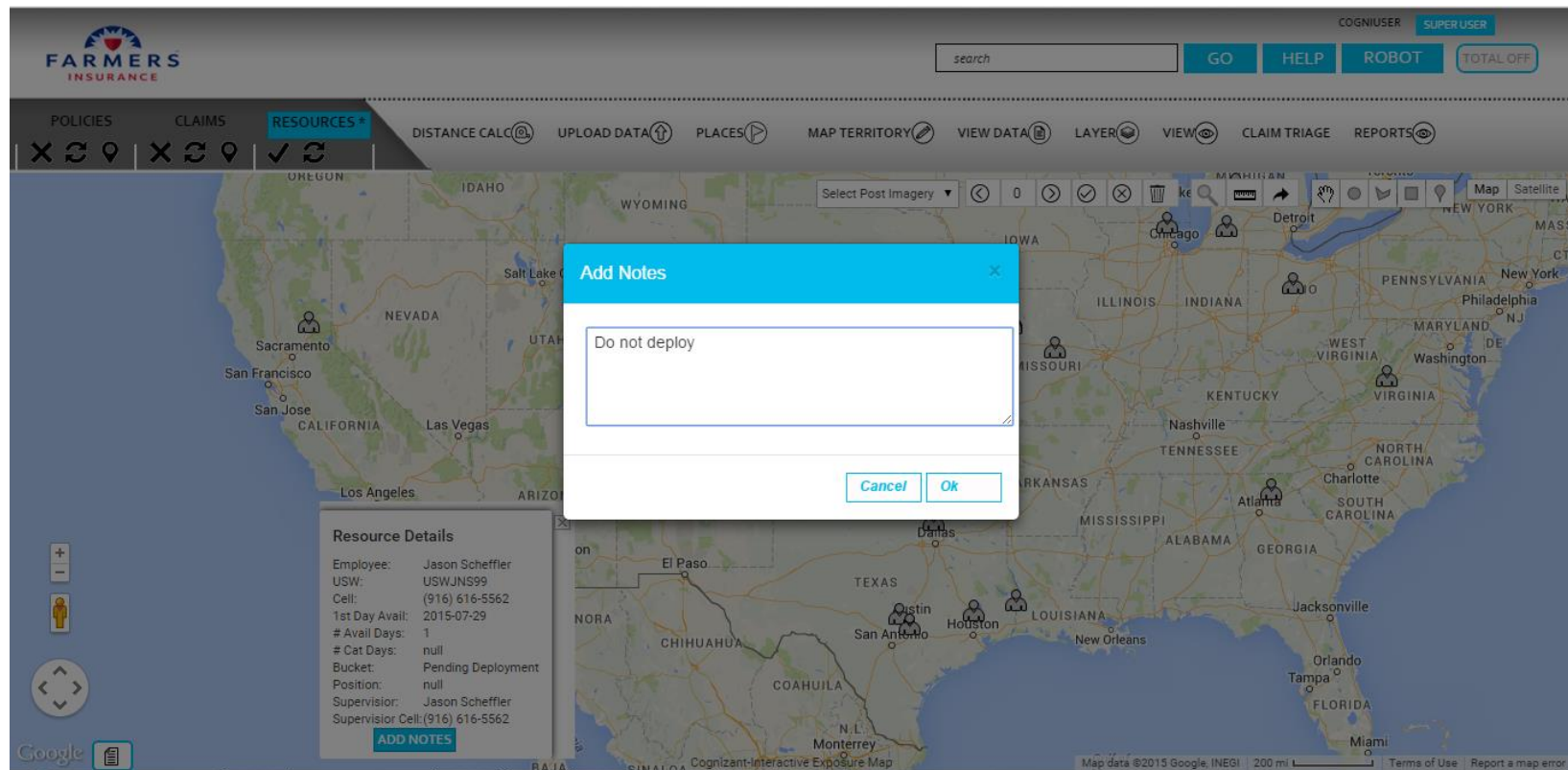


Ability to add notes

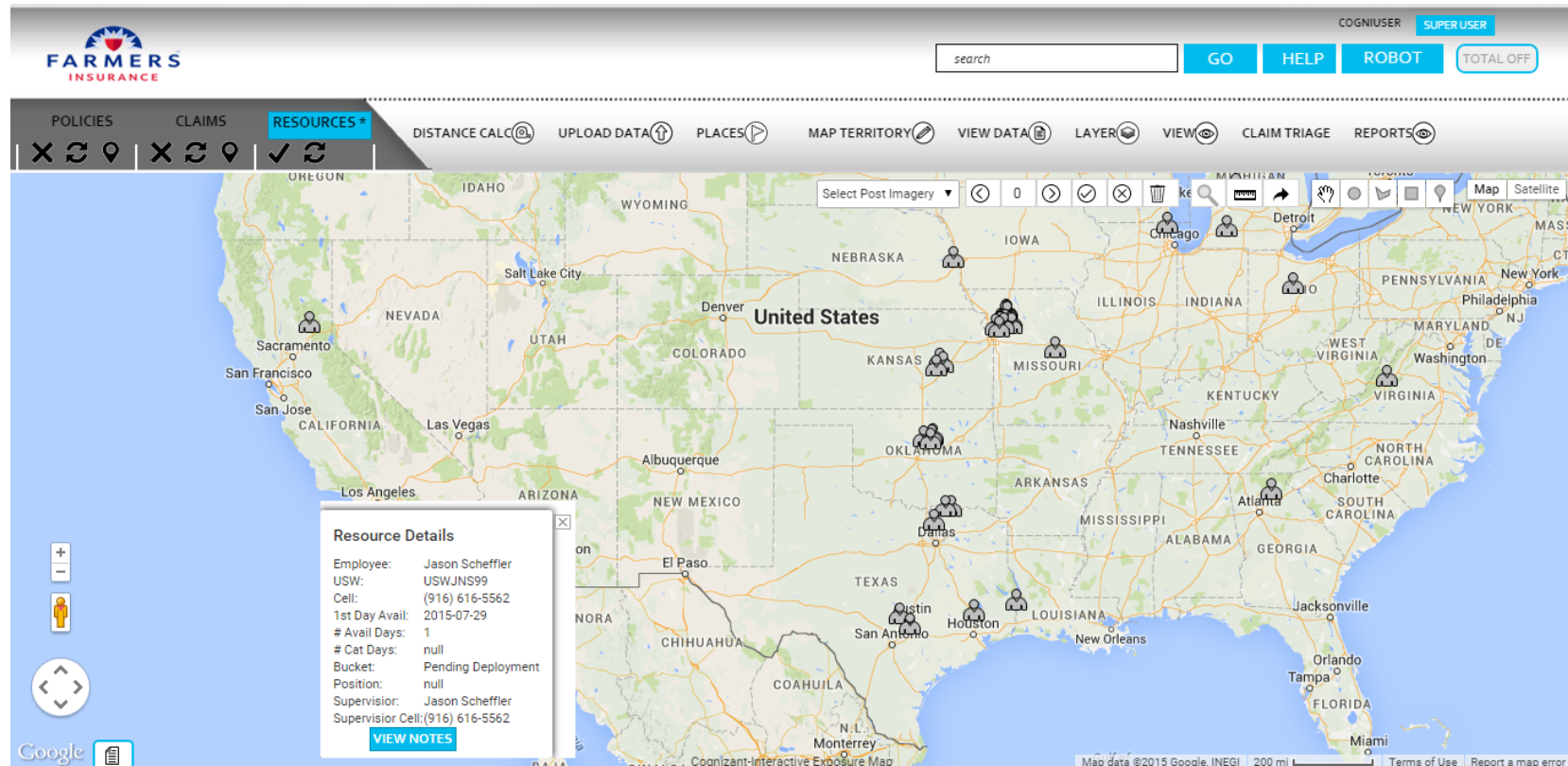
The user will also be allowed to add notes to any of the filtered values (policies/claims/resources).

1. Notes can be added by clicking on “Add notes”
2. The user enters the note in the pop-up text box that appears





4. The saved notes can be viewed by clicking on "View notes".



Resource Details

Employee:	Jason Scheffler
USW:	USWJNS99
Cell:	(916) 616-5562
1st Day Avail:	2015-07-29
# Avail Days:	1
# Cat Days:	null
Bucket:	Pending Deployment
Position:	null
Supervisor:	Jason Scheffler
Supervisor Cell:	(916) 616-5562

[VIEW NOTES](#)

5. The user can overwrite/delete the saved notes.

Ability to change address:

The user will have the ability to change any address of claim/policy location. This change will remain within the application and will not be sent to any other external system

Change address through map functionality

1. The user should have laid policies/claims on the map in the mobile device
2. On clicking a particular policy/claim, a pop up appears
3. User clicks on “Change by address” button
4. A pop up appears with “Change by address” & “Move to current address” options.

Note: the change of address functionality will also be enabled for web application access through laptop/

Change by address

5. User clicks “Change by address” radio button and clicks “OK”
6. User enters address in search bar and clicks “Search”
7. Click on displayed address and select “Confirm” or click “Cancel”
8. On clicking “Confirm”, the new address gets saved to the policy/claim.

Move to current address

This functionality will be enabled for mobile devices and for browsers which have the option to have location detection enabled

9. User clicks on “Move to current address” option.
Note: “Location services-GPS” should be enabled in the tablet device for this option to work.
10. The pop up shows the address.
11. User selects the radio button against the displayed address and clicks “Confirm” for the address to change or clicks “Cancel”.
12. If the location-GPS services are disabled, the app throws an error saying “GPS for location services is disabled. Please enable it to proceed”
13. User enables “GPS” option in the tablet

Back to step 11

User Roles

Multiple user roles have been configured in the system with varying privileges for

- Viewing/performing functionalities and
- Data viewing

Each user added in the system is assigned one or multiple roles which will govern his privileges in the system.

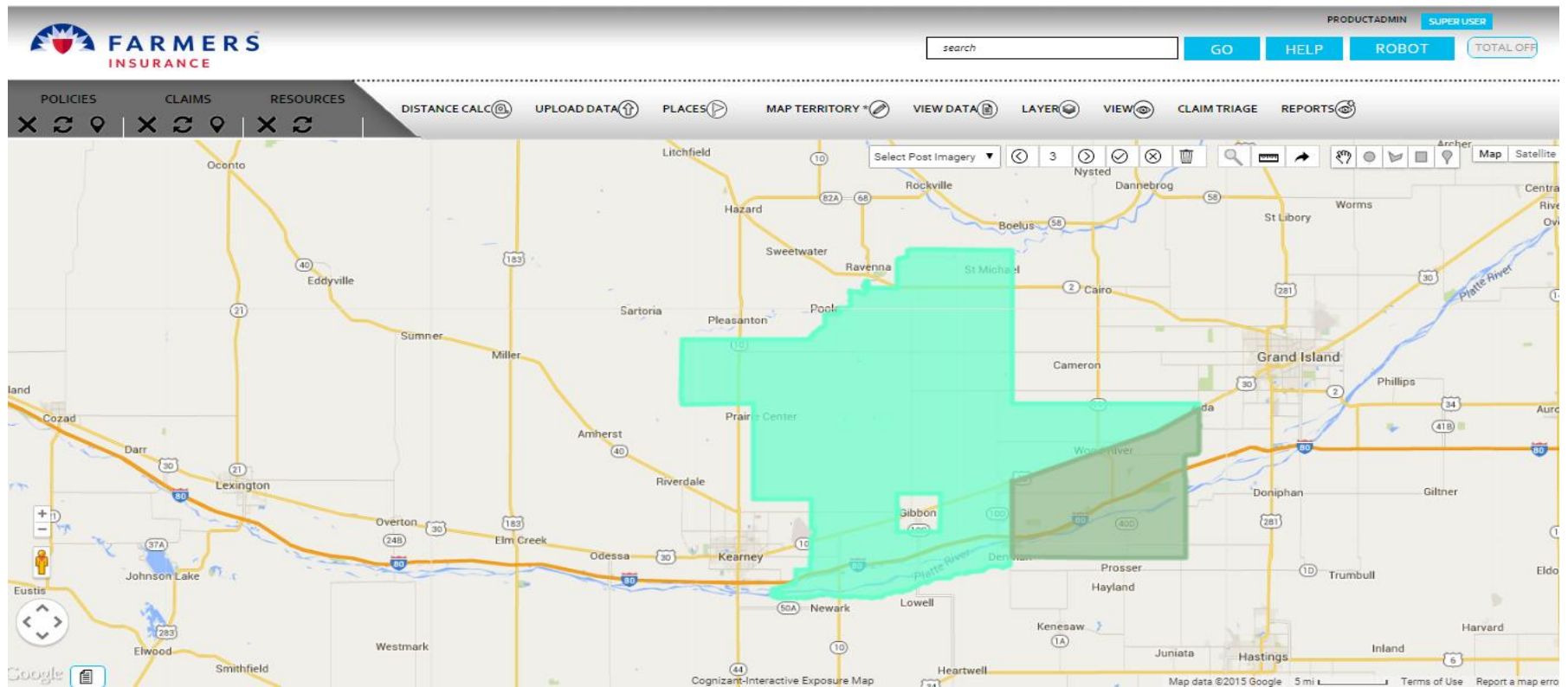
Tools

There are different tools available within the application.



Region Navigation

If there are multiple regions selected on the map, this tool is used to navigate among them.



The  tool is used to select all layers shown on the map.

The number (E.g., 2) represents the number of layers selected.

There is a previous and next arrow  used to navigate among the regions.

The  button is used to deselect the regions.

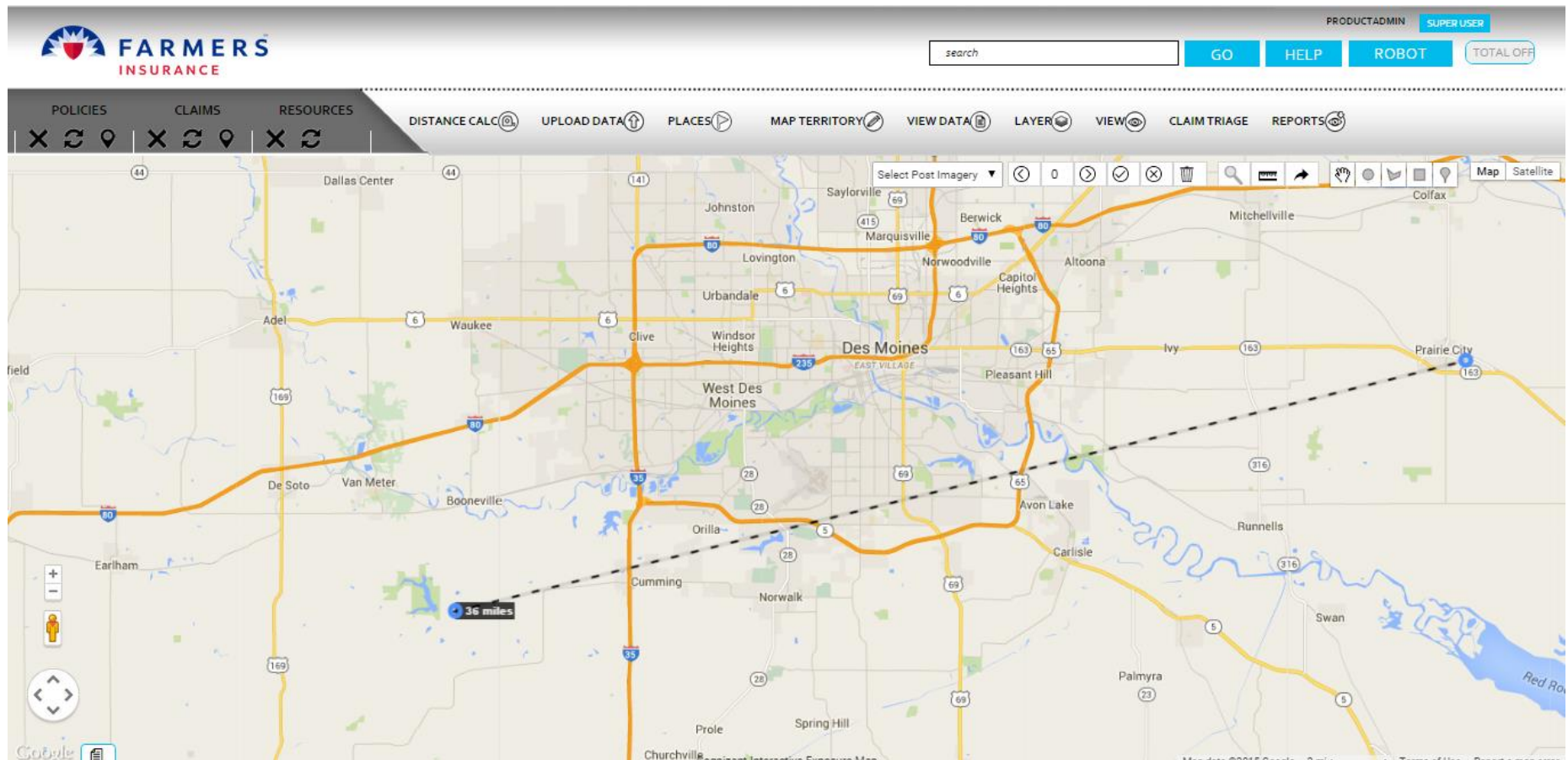
Clear Map

The  button is used to clear the map and zoom to default level

Scale

Use the 'Distance' tool  to measure distances on the map.

Measure the distances between existing policies/claims, any location on the map to an exposure, distances to CAT zones, or distance between exposure and places such as fire stations, hospitals etc. Click on the  icon to deselect the ruler.



Zoom and select tool

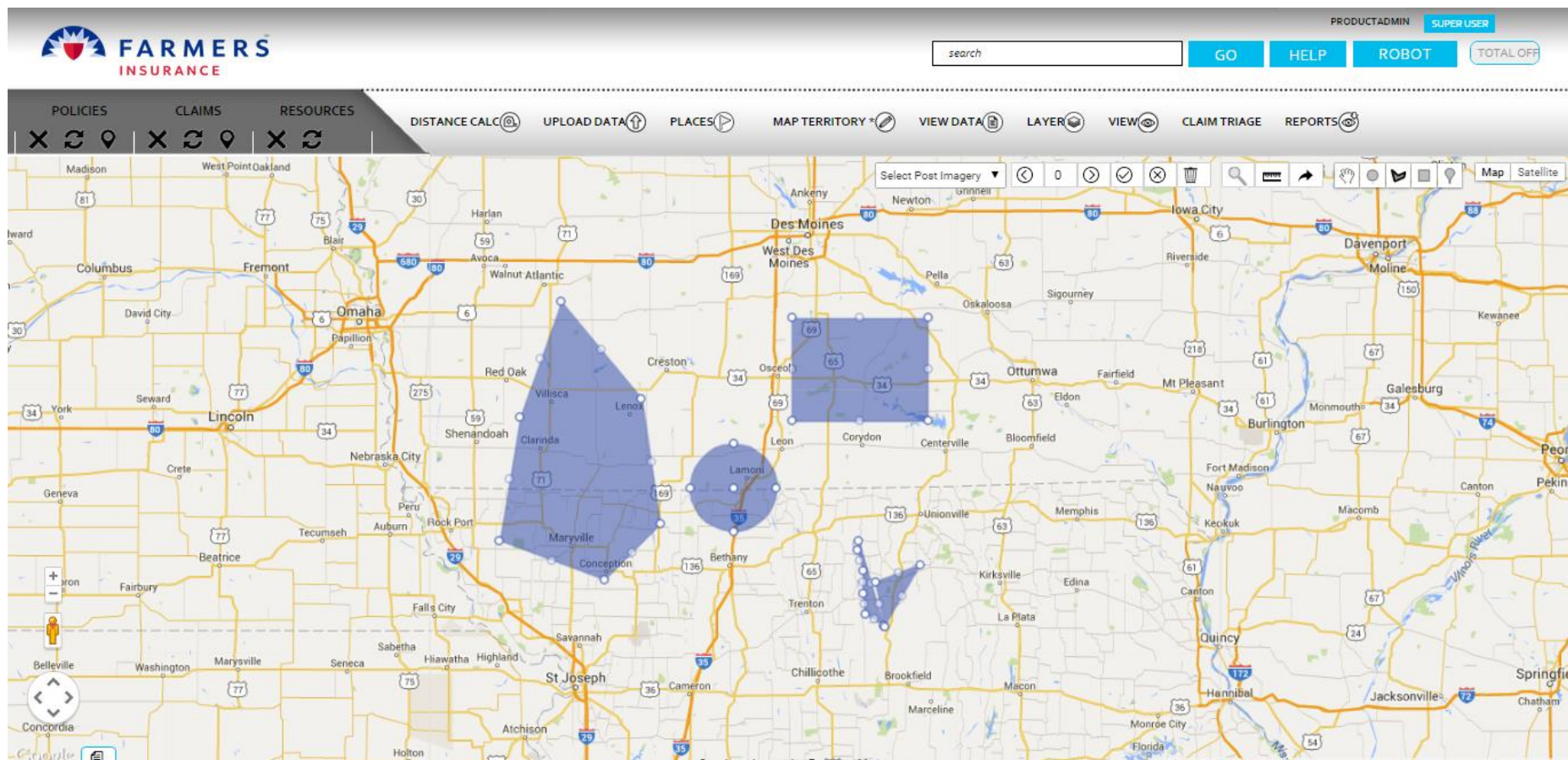
Zoom and select tool  is used to select a region and zoom to the area of interest.

Pan

Use the 'Pan' tool  to move across the map – left or right, up or down

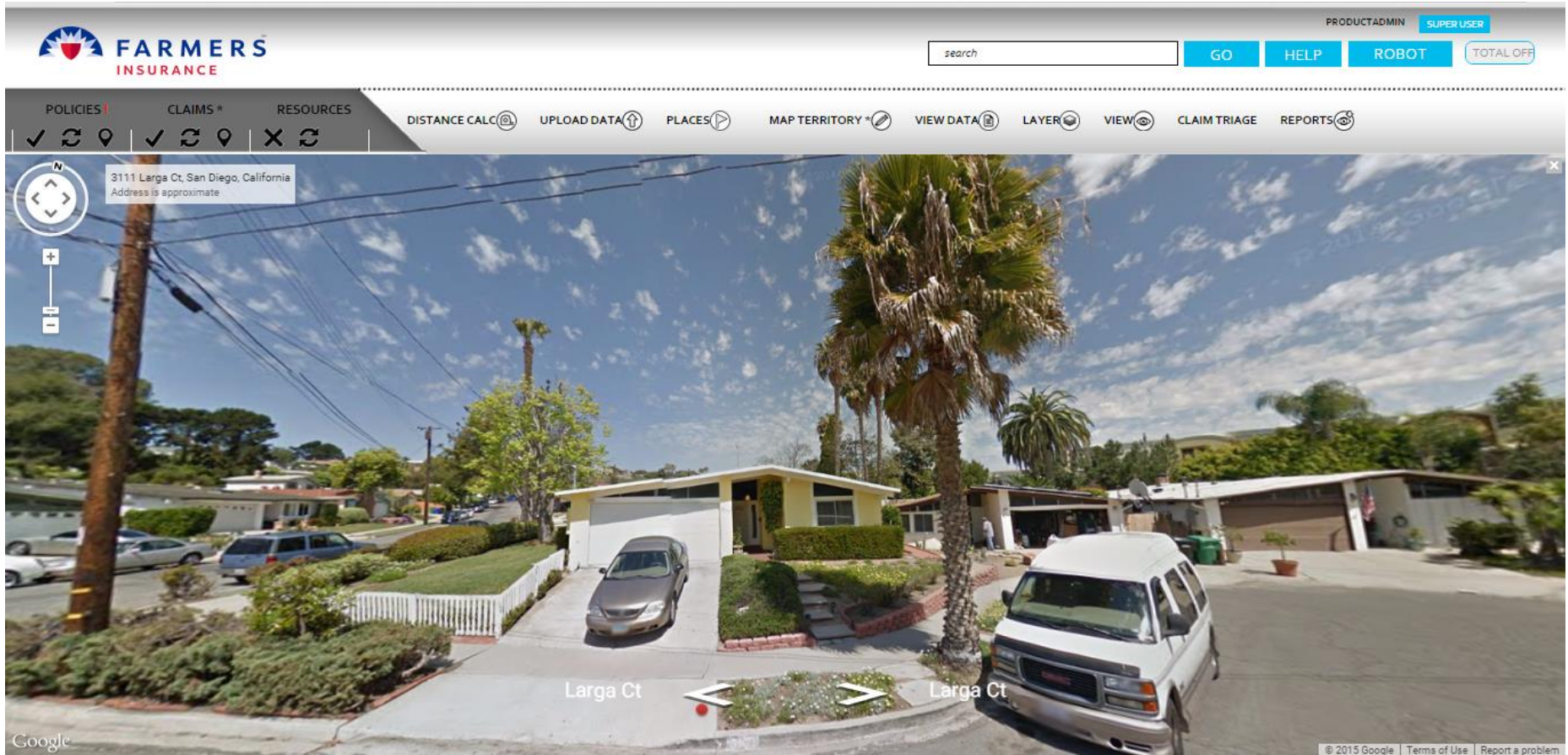
Shape tools – Rectangle/Circle/Polygon

Use the round/polygon/rectangle button to draw a custom shape/rectangle on the map. On clicking a region using hand tool, the user can delete the same using “Remove” option.



Switch Base Layer

Use the satellite/map view to change the view between Google Satellite View and map view. Click and drag the ‘person’  icon to the desired location (or at full zoom) to switch to google street view (works the same way as Google maps). The user can also switch to street view by clicking “street view” in the policy/claims pop-up

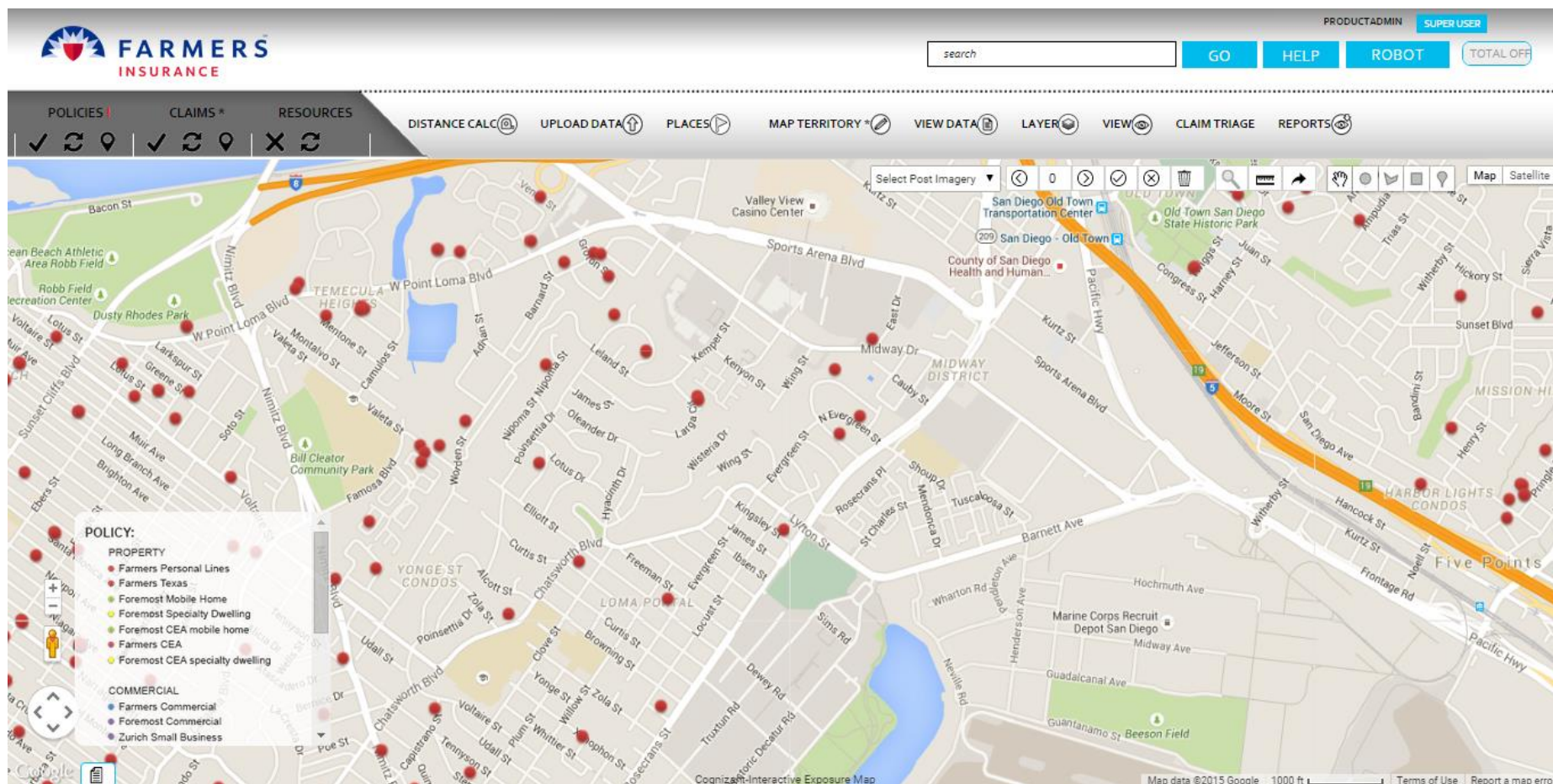


Zoom In/Out



Use the 'Zoom In/out' tool to zoom in/out view

The Map Legend panel explains the markers and data shown on the map.



Mobile View

The user can also access the Impact application in a mobile phone/tablet device. The functionality available in the application is controlled to allow easy navigation and usage of the device

To access the application on tablet:

1. The user should navigate to the Impact URL in the Mobile browser
2. Login using valid credentials
3. The enabled tabs for Mobile devices can be seen by the user